



2021 Patient Information Handbook

**6th Medical Group
3250 Zemke Avenue
MacDill Air Force Base, Florida**



Table of Contents

	Page
General Information	4
Patient's Rights and Responsibilities	4
Eligible Beneficiaries	4
Notice of Privacy Practices (NoPP)	4
Patient's Bill of Rights and Responsibilities	5
Patient Advocate	6
Language Translation Services	6
Medical Operations	7
Access to Care	7
Appointment Cancellation/No Shows	7
Hours of Operation	7
Occupational Health Services	7
Primary Care Appointments	7
Specialty Services Appointments	7
Medical Administration	7
Care Beyond the Capability of the 6th Medical Group	7
Continuity of Care	8
Emergency Services	8
Health Insurance Portability & Accountability Act (HIPAA)	8
Medical Records	8
Patient Safety Reporting (PSR)	8
Patient Travel to Other DoD Facilities	9
Policy on Minors	9
Safety Information	9
Service Animals	9
Standards of Conduct	9
Third Party Collections (Other Health Insurance)	9
Other Services	10
Self-Care	10
Chaplain Services	10
Lost and Found	10
Patient Self-Determination Act and Advance Directives	10
Health Care Delivery Teams	10
Allergy Clinic	10
Cardiopulmonary Clinic	10
Chiropractic Clinic	11
Dental Clinic	11
Dermatology Clinic	11
Flight Medicine Clinic	11
Immunizations Clinic	12
Internal Medicine Clinic	12
Mental Health Flight	12
Mental Health Clinic	13
Alcohol and Drug Abuse Prevention/Treatment Program (ADAPT)	13
Family Advocacy Program (FAP)	13
Nutritional Medicine Clinic	13
Operational Medicine Clinic	14
Ophthalmology Clinic	14

Table of Contents

	Page
Optometry Clinic	14
Orthopedics Clinic	14
Otorhinolaryngology (ENT) Clinic	15
Pediatrics Clinic	15
Physical Therapy Clinic	15
Primary Care Clinic	16
Health to Health	16
Behavioral Health	16
Public Health Flight	16
Sabal Park Clinic	16
Women's Health Clinic	17
Joint Clinics (USSOCOM, USCENTCOM, JCSE)	17
Ancillary Services	18
Diagnostic Imaging (Radiology)	18
Laboratory/Pathology	18
Pharmaceutical Services	18
Main Clinic Pharmacy	19
PharmaCARE Outpatient Pharmacy	19
Drive Thru Refill Center	19
Comprehensive Medication Management	19
MacDill Urgent Care Pharmacy	20
Drive Thru Pharmacy	20
Sabal Park Clinic Pharmacy	21
Pharmacy Refill Procedures	21
Electronic Refill	21
How to Register for TRICARE Online Secure Messaging	22
MacDill Pharmacy Automated Phone Line	23
Medication Disposal Drop Box	23
Support Services	23
Bioenvironmental Engineering	23
Case Management	24
Mental Health Case Management	24
Wounded Warrior Case Management	24
EFMP and PCS Clearances	24
Disease Management	24
Medical Evaluation Board (MEB) Office	25
TRICARE Online	25
Secure Messaging Information and Website	25
Nurse Advice Line (NAL)	25
Health Promotion	26
Health and Wellness Center (HAWC)	26
Walk-in Services	26
Screenings	26
Classes/Services	26
Outreach	26
How to Sign Up	26
Frequently Asked Questions	27
Quick Reference Phone Directory	28

GENERAL INFORMATION

The 6th Medical Group is located at MacDill Air Force Base in Tampa, Florida, and provides medical care, and health and wellness services to a population of more than 219,000 Department of Defense (DoD) beneficiaries throughout the greater Tampa Bay area. The 6th Medical Group operates from 7:30 a.m. until 4:30 p.m., Monday through Friday. We are closed for all Federal Holidays and Wing down-days, as well as the 4th Friday of every month until 1:00 p.m. for training. All clinic-wide closures are listed on our Facebook page at <https://www.facebook.com/6thMedicalGroup>, on our Appointment Line pre-recorded message, and our MDG website at <http://www.airforcemedicine.af.mil/MTF/MacDill>.

The 6th Medical Group is fully accredited by The Joint Commission (TJC), most recently receiving accreditation in March 2018. The TJC is a United States-based nonprofit tax-exempt 501(c) organization that accredits more than 21,000 US health care organizations and programs. The international branch accredits medical services from around the world. A majority of US state governments recognize Joint Commission accreditation as a condition of licensure for the receipt of Medicaid and Medicare reimbursements.

The Joint Commission's Vision : All people always experience the safest, highest quality, best-value health care across all settings. You have concerns about your care in a TJC accredited medical treatment facility, their toll free number is 1-800-994-6610.

PATIENTS' RIGHTS AND RESPONSIBILITIES

Eligible Beneficiaries: Generally, active duty personnel and their family members, activated Reserve and National Guard members and their family members of all services, military retirees and their family members, certain American Red Cross employees, and certain categories of DoD, Non-Appropriated Funds, and Army & Air Force Exchange civilian employees and contractors (on a reimbursable basis, unless seen for a job-related injury or physical) are eligible for care.

Notice of Privacy Practices: We take patient privacy seriously, please take a moment to review our Notice of Privacy Practices here: <https://www.health.mil/Military-Health-Topics/Privacy-and-Civil-Liberties/HIPAA-Compliance-within-the-MHS/Notice-of-Privacy-Practices>



PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

All persons obtaining care in this medical/dental treatment facility are entitled to certain rights and also subject to certain responsibilities. The observance of these rights and responsibilities by both patient and facility personnel is vital to insuring that patient care and services are delivered in an appropriate and efficient manner.

As our patient, you have the right to:

- Quality care and treatment that is consistent with available resources and generally accepted standards, including timely access to specialty care and to pain assessment and management.
- Care that is considerate, appropriate, and respectful with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.
- Reasonable safeguards for the confidentiality, integrity, and availability of your 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.
- Be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency or service, without requiring your permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others.
- Receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The MTF will 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.
- An explanation concerning your diagnosis, treatment options, procedures, and prognosis in terms that are easily understood by yourself or responsible caregiver. The specific needs of vulnerable populations in the development of your 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.
- 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. You will be informed that information on TRICARE covered services, including clinical trials, is available on the TRICARE.mil website at: www.tricare.mil.
- Know if the MTF proposes to engage in or perform research associated with your care or treatment. You have the right to refuse to participate in any research projects and withdraw consent for participation at any time.
- Care and treatment in a safe environment.
- Understand the charges for your care and your obligation for payment.

- Make recommendations, ask questions, or file grievances to the MTF Group Patient Advocate or to the clinic patient advocate. If concerns are not adequately resolved, patients have the right to contact The Joint Commission (TJC) at 1-800-994-6610, or by submitting a concern or complaint online at https://www.jointcommission.org/report_a_complaint.aspx.
- Be informed of the MTF rules and regulations that relate to patient or visitor conduct.
- When medically permissible, you may be transferred to another MTF or private sector facility/provider only after you have received complete information and an explanation concerning the needs for and alternatives to such a transfer.
- Make sure your wishes regarding your healthcare are known even if you are no longer able to communicate or make decisions for yourself.

As our patient, you are expected to:

- Provide accurate, complete, and up-to-date information about complaints, past illnesses, hospitalizations, medications, and other matters relating to your health to the best of your knowledge.
- Advise your healthcare provider of whether you understand the diagnosis, treatment plan, and prognosis.
- Be considerate of the rights of other patients and MTF healthcare personnel.
- Be respectful of the property of other persons and of the MTF.
- Adhere to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying the MTF when appointments cannot be kept.
- Return medical records promptly to the MTF for appropriate filing and maintenance if records are transported by yourself for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF are the property of the U.S. Federal Government.
- Follow the MTF rules and regulations affecting patient care and conduct.
- Be responsible for your actions if you refuse treatment, or do not follow the practitioner's instructions.
- Meet financial obligations incurred for your healthcare as promptly as possible.

Patient Advocate: A Patient Advocate is available within each clinical area. Concerns may be raised in person or in writing. If a satisfactory resolution cannot be achieved within the clinical area, please contact the 6th Medical Group Patient Advocate at (813) 827- 9292.

Language Translation Services: Language translation services are available through the 6th Medical Group free of charge. Patients who have difficulty speaking, hearing, or understanding English are encouraged to inform their PCM team for assistance through telephone and digital translation services. Our electronic devices offer translator services in over 240 languages to include American Sign Language through interactive video chat.

MEDICAL OPERATIONS

Access to Care: All clinic services are by appointment only, unless otherwise specified. To make an appointment, please call (813) 828-CARE (2273). The appointment line may also be used to cancel an appointment, request a medication renewal or to leave a message for your provider regarding your care. You may also use <http://www.tricareonline.com> to book an appointment in primary care clinics.

Appointment Cancellation/No-Shows: Please cancel any medical appointment which you cannot attend to avoid being recorded as a “no-show.” Not showing for an appointment wastes valuable resources. We request cancellations be made at least 24 hours in advance so the appointment can be offered to another patient. Appointments can be cancelled online at <http://www.tricareonline.com>, by calling the appointment line at (813) 828-CARE (2273), or the applicable clinical team.

Hours of Operation: Routine medical and dental services are generally available from 7:30 a.m. until 4:30 p.m., Monday through Friday. We are closed for all Federal Holidays and Wing down-days, as well as the 4th Friday of every month until 1:00 p.m. for training. Please refer to the specific teams or services in this handbook for more specific information. If you need acute care on any clinic-wide closure days, or after duty hours, please contact the Nurse Advise Line (NAL) for assistance at (800) 874-2273, Option 1.

Occupational Health Services: These services will be provided to MacDill Air Force Base personnel by the health risk assessors and treatment professionals in the Operational Medical Readiness Squadron. The team evaluates workplace hazards across the base in accordance with federal and DoD regulations. When hazards are detected, a health risk analysis is accomplished to identify preventive measures. These comprehensive services allow us to prevent or minimize occupational health risks to maximize a safe and healthy working environment. Contact information: Bioenvironmental Engineering: (813) 827-9570; Flight Medicine: (813) 827-9805; Public Health: (813) 827-9601.

Primary Care Appointments: Primary Care Managers (PCMs) are assigned to the following teams: Operational Medicine Clinic, Flight Medicine, Primary Care, Internal Medicine, Pediatrics, CENTCOM, SOCOM, SOCCENT and Joint Communication Support Element Clinics. For primary care services, TRICARE Prime patients may expect provider access within 24 hours for patient care conditions requiring care within 24 hours or within 7 days for non-urgent services beyond 24 hours.

Specialty Services Appointments: For patients enrolled to TRICARE Prime, access to specialty clinics require a referral from the patient's Primary Care Manager (PCM), unless otherwise specified. The Referral Management Center (RMC) manages patient referrals to specialty services available at the 6th Medical Group. The RMC is located on the second floor of the main clinic. To schedule an in-house referral appointment, visit the RMC or call the specialty/referral appointment line at (813) 827-8989. For routine specialty services, TRICARE Prime patients may expect an appointment within 28 days. Medically urgent and emergent referral requests are coordinated Provider to Provider with the assistance of Referral, Utilization Management, and Humana Military.

MEDICAL ADMINISTRATION

Care Beyond the Capability of the 6th Medical Group: The 6th Medical Group is fortunate to have extensive referral services within easy access of the base through our local Tampa Bay area TRICARE network. All non-emergency care should be coordinated through your assigned PCM *before* the medical visit or procedure to ensure lowest out-of-pocket cost.

Continuity of Care: In an effort to ensure continuity of care and provide the best quality of care, we ask that you schedule a follow-up visit with your PCM anytime you received care from a provider outside the 6th Medical Group (i.e.: urgent care centers, emergency rooms, etc.). To schedule a follow-up appointment, call our appointment line at (813) 828-CARE (2273), you may also schedule through TRICARE Online at <http://www.tricareonline.com>. You should bring any documentation to your follow-up appointment and be prepared to discuss any treatment that you received.

Emergency Services: Patients in need of emergency services should call 911 or go to the nearest civilian emergency room. If enrolled to MacDill or Sabal Park and follow up care is required after being discharged, contact your PCM within 24 hours to ensure follow up care is coordinated.

Health Insurance Portability and Accountability Act (HIPAA): The purpose of the Health Insurance Portability and Accountability Act (HIPAA) is to prevent inappropriate use and disclosure of individuals' health information. It is more stringent than the Privacy Act and limits what information can be shared with non-medical personnel. As a patient, you have the right to expect medical and dental records will be maintained as confidential and that access to medical information will be limited to those legitimately involved in the care being provided or those otherwise authorized access to medical information. If you feel your Protected Health Information (PHI), or someone else's, has been accessed inappropriately, please contact the 6th Medical Group HIPAA Privacy Officer at (813) 827-9072.

Medical Records: Medical records are the property of the United States Government and must be maintained at the 6th Medical Group. Per DoD regulations, patients are not authorized to hand-carry records to their appointments, when transferring duty stations, separating from, or retiring from service. Medical records for Primary Care, Internal Medicine, Women's Health,



Pediatrics, and the Sabal Park Community Clinic are maintained in our medical records office located on the second floor of the main clinic. Dental records are kept in the Dental Clinic. Medical records for patients enrolled with Flight Medicine or the Joint Clinics are kept in those respective team areas. Additionally, Mental Health records are maintained in the Mental Health Clinic. Members permanently changing duty stations should provide a copy of their orders to have records mailed to their gaining base. There are rare circumstances where a member may be authorized to hand-carry records. Some examples would be on current/active flying status or preparing for a permanent change of station (PCS) to an isolated location where it is specifically annotated on the member's orders that records may be hand-carried. Again, those exceptions are rare and will be stated on the member's orders.

Patient Safety Reporting (PSR): Patients are invited to report any potential or actual incidents that could or have occurred during an encounter with any staff or process (i.e. excess wait time, delays in treatment, delays in diagnosis, etc.). To report an incident, please contact a clinical area Patient Advocate, the 6th Medical Group Patient Advocate at (813) 827-9292, or call the 6th Medical Group Patient Safety Manager at (813) 827-9294.

Patient Travel to Other DoD Facilities: Active duty and active duty family members are eligible for Joint Travel Regulation (JTR) funded travel via the aeromedical evacuation system or commercial air, if determined to be medically necessary. For non-urgent care, JTR patient travel must be approved prior to commencing travel. Retirees and their family members are eligible for aeromedical evacuation; however they are not eligible for JTR-funded travel and commercial travel is at the sponsor's expense. For more information please contact the Patient Administration aeromedical evacuation office at (813) 827-9997.

Policy on Minors: All minors brought to the clinic must be accompanied by an adult at all times. Children 10 and under MUST be supervised in accordance with base policy. In accordance with Federal and Florida law, a parent/legal guardian must accompany the minor in order for the minor to receive medical care. If the parent/legal guardian is unavailable, a person who possesses a Power of Attorney to provide medical consent for the minor is required for consent. A stepparent, grandparent, adult sibling, adult aunt/uncle without a Power of Attorney may accompany the minor and provide consent for medical care. If a Power of Attorney is used, it must specify another individual of legal age who has the right to authorize medical care for the minor. Exceptions to the policy include enrolled members under the age of 18 seeking treatment for sexually transmitted diseases, pregnancy, substance abuse, physical abuse, or mental health, and in some cases, contraceptives only if they are married. In an emergency, we will treat and/or transport the patient and will attempt to contact next-of-kin to obtain authorization for treatment. Powers of Attorney may be obtained from the 6th Air Mobility Wing Legal Office. More information can be obtained from the Legal Office or the Director of Quality.

Safety Information: If fire is suspected, or anyone smells smoke, immediately notify Base Fire Department at 911, activate a fire alarm and promptly exit the building. Do not use the elevators. Contact a 6th Medical Group staff member should you require assistance exiting the building.

Service Animals: In accordance with the Americans with Disabilities Act and Florida Statute §413.08 and the current 6th Air Refueling Wing Policy, the Americans with Disabilities Act (ADA) requires reasonable accommodation of persons with disabilities including the use of service animals. The ADA defines service animals as dogs that are individually trained to do work or perform tasks for people with disabilities. The ADA requires service animals to be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. An individual with an unleashed service animal must maintain control of the animal through voice, signal, or other effective controls. A person with a disability will be asked to remove his/her service animal from the premises if: (1) the dog is out of control and the handler does not take effective action to control it, or (2) the dog is not housebroken.

Standards of Conduct: In an effort to ensure a pleasant environment, inappropriate behavior such as smoking or vaping, consumption of alcoholic beverages, and/or use of foul language will not be tolerated in the facility or on campus grounds to include parking lot and inside POV. All patients and their guests are required to wear suitable, modest attire and footwear. The 6th Medical Group is a tobacco-free campus; smoking, chewing, or vaping is not allowed on the premises.

Third Party Collections (TPC): The TPC Program obligates DoD Medical Treatment Facilities (MTFs) to bill private health insurance carriers such as Aetna, Blue Cross/Blue Shield, etc., for the cost of medical care furnished to retirees and family members covered by their own health insurance policies.

OTHER SERVICES

Self-Care: Answers to common health concerns or issues can often be found in the “Taking Care of Your Self” and “Taking Care of Your Child” self-care guides. You may request a copy from our Primary Care teams, Internal Medicine team, or Pediatric team. A limited supply of these books are available.

Chaplain Services: The Chaplain's office may be reached during duty hours at (813) 828- 3621 opt 3. After duty hours, contact the Command Post (813) 828-4361 for the on-call Duty Chaplain.

Lost and Found: Items will be turned in at the Resource Management Office, located on the second floor of the 6th Medical Group. Lost items are turned over to the 6th Security Forces Squadron on a weekly basis.

Patient Self-Determination Act and Advance Directives:

The Patient Self-Determination Act, passed by Congress in 1991, requires the 6th Medical Group to inform all adult patients of their right to make their own medical care decisions. Patients may ask for a copy of the “5 Wishes.” In addition, we have patient letters educating patients about Advanced Directives, and 6th Air Mobility Wing Legal Office trifold information available in the patient waiting areas. Patients interested in executing an advance directive are advised to see an attorney at the 6th Air Mobility Wing Legal Office (813) 828-4425.



HEALTH CARE DELIVERY TEAMS

ALLERGY CLINIC

(813) 827-9371

Hours: 7:30 a.m. - 4:00 p.m., Monday through Friday

Provides diagnostic testing procedures for the identification and management of Anaphylaxis, Asthma, Allergic Rhinitis and Conjunctivitis, Cough (Persistent/Recurrent), Eczema/Rash, Food, Allergy, Recurrent Infections/Immune Deficiency, Rhino Sinusitis, Urticaria/Angioedema, Services include: skin testing, subcutaneous immunotherapy, allergen challenges, biologic injections (Xolair, Fasenra, and Dupixent), and pulmonary function tests (PFT). Tricare beneficiaries 18 years and older require a referral from the Primary Care Manager, under 18 years require a referral to an off-base provider.

CARDIOPULMONARY CLINIC

(813) 827-9082/9077

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

The Cardiopulmonary Laboratory provides diagnostic testing for the identification of cardiovascular and pulmonary diseases. Tests include: Electrocardiograms (EKG/ECG), Exercise Treadmill Tests (ETT), 24/48 hour Holter Monitors, 24 hour Ambulatory Blood Pressure Monitors (ABPM), Pulmonary Function Tests (PFT), Exercise Induced Asthma Tests (EIA), and Provocholine Challenge Tests (Methacholine Challenge). All tests are scheduled with a consult or referral from a provider, and EKGs may be performed on a walk-in basis. Patients should call clinic directly with referral to schedule appointments. Patients referred to the Cardiopulmonary Laboratory for testing will check in at the Operational Medicine front desk located on the second floor.

CHIROPRACTIC CLINIC

(813) 827-9691

Hours: 7:00 a.m. - 4:30 p.m., Monday through Thursday; 7:00 a.m. - 10:30 a.m., Fridays

The Chiropractic clinic provides treatment of active duty only patients for conditions relating to the head, neck, shoulder, chest, arms, upper back, mid-back, lower back, sacral area, soft tissue of the buttock region, legs including upper and lower, and feet. Our provider is also certified in treating active duty pregnant women. A referral from your Primary Care Manager is required.

DENTAL CLINIC

(813) 827-9400/9401

Hours: 7:00 a.m. - 4:00 p.m., Monday through Friday

Active duty military members assigned to MacDill AFB receive general and specialty dental care in the Dental Clinic on the second floor of the main clinic. For routine or sick call appointments, please call us directly or come to the Dental Clinic. Walk-in Sick Call for dental emergencies starts daily at 7:00 a.m. during normal business hours.

After duty hours and on weekends, a military dentist and technician are on call for dental emergencies. They can be reached by calling the clinic directly or dialing (813) 828 - CARE (2273) then follow the prompts for dental services.

Active duty members are scheduled for mandatory annual exams through their commander's support staff/unit health monitor. We encourage you to enroll your family members in the TRICARE Family Dental Plan through the TRICARE website: <https://www.tricare.mil/Dental> or calling customer service at (877) 638-3379.

Military retired members are encouraged to enroll in the TRICARE Retiree Dental Program: [benefeds.com](https://www.benefeds.com) or call Delta Dental customer service at (888) 838-8737.



DERMATOLOGY CLINIC

(813) 827-9372

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

The Dermatology Clinic specializes in the evaluation and treatment (both medical and surgical) of the diseases of the skin, hair, and nails. A referral from your primary care manager is required.

FLIGHT MEDICINE CLINIC

(813) 827-9805

*Hours: 7:00 a.m. - 4:00 p.m., Monday through Friday;
Closed Wednesday Afternoons from 12:00 p.m. - 3:00 p.m.*

Flight Medicine provides primary care services to aircrew, air traffic controllers, special duty operators, and limited family members, as well as occupational medicine and physicals for other designated personnel. Services offered include flight physicals, acute, routine, and wellness examinations, skin cancer prevention, annual well-woman exams, and minor skin surgeries. To schedule an appointment, please call the Flight Medicine Clinic front desk at (813) 827-9805 option 1. For members on active flying status, the clinic offers return to fly hours on Monday through Friday from 7:00-7:30 a.m. and 3:00-3:30 p.m..

IMMUNIZATIONS CLINIC

(813) 827-9377

*Hours: 8:00 a.m. - 4:00 p.m., Monday – Wednesday and Friday;
8:00 a.m. - 2:00 p.m. on Thursday (closed Thursdays at 2:00 p.m. for smallpox vaccinations)*

Immunizations is a walk-in clinic that administers routine, deployment and overseas travel immunizations to Active Duty, Retirees and Dependents. If deploying, visit Public Health for specific country vaccines. If traveling overseas, visit Force Health prior to coming to Immunizations.

No appointment is necessary and Immunizations is open through lunch. Please bring your shot record and your medical record if on the Personal Reliability Program (PRP). We are co-located with Pediatrics on the first floor.

- Smallpox vaccine is offered every Thursday at 2:00 p.m.
- No TB/PPD tests will be given on Thursdays or the last day before a 3-day weekend

INTERNAL MEDICINE CLINIC

(813) 828-2273

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

The Internal Medicine Clinic specializes in non-surgical diseases in adult patients, including heart and lung disease, diabetes and its complications, digestive diseases, lipid disorders (lipid clinic run by a pharmacist), infectious diseases, and rheumatic disorders. Patients receive individual disease, procedure-specific, and health and wellness counseling from their physician and the nurse/case manager.

Referrals are required for patients not enrolled in Internal Medicine. There is **NO WALK IN** clinic for Internal Medicine. Appointments are booked via Tricare Online Patient Portal or by calling the appointment line at (813) 828-CARE (2273).

Patients coming in for Internal Medicine Clinic at the MacDill Clinic will check in at the Primary Care front desk located on the first floor and those coming in to the Sabal Park Clinic will check in at the main front desk.

MENTAL HEALTH FLIGHT

(813) 827-9170

The Mental Health Flight is composed of three Elements: Mental Health Clinic (MHC), Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program, and Family Advocacy Program (FAP).

Mental Health Clinic

(813) 827-9170

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

Services offered at the Mental Health Clinic include individual, group, and educational sessions for stress, anxiety, depression, anger management, adjustment difficulties, and other psychological concerns. Medication management services are available by referral. Military evaluations for special clearances or duties are arranged as required by Air Force instruction or policy. The MHC offers services to Active Duty personnel.

Family Advocacy services are offered to Active Duty personnel and their families; options include special education topics, New Parent Support, and Strength Based couples' and family counseling.

The ADAPT Program is available to provide Active Duty members as well as Commands with outreach, education, and assessment services.

Alcohol & Drug Abuse Prevention/Treatment Program (ADAPT)

(813) 827-9174

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

The ADAPT Program provides education, prevention, assessment, and treatment for Active Duty service members. The goal of the ADAPT Program is to assist service members in developing healthy habits and increasing quality of life.

Family Advocacy Program (FAP)

(813) 827-9172

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

The Family Advocacy Program is designed to strengthen families and promote healthy relationships by providing education, prevention, assessment, and treatment for Active Duty personnel and their family members. Services include the New Parent Support Program (NPSP), Victim Advocacy, parenting classes, anger management classes, marital/couples counseling and other outreach services.



NUTRITIONAL MEDICINE CLINIC

(813) 827-9357

Hours: 6:30 a.m. - 4:00 p.m., Monday through Friday

The Nutritional Medicine Clinic is staffed by a Registered Dietitian Nutritionist (RDN). RDNs are food and nutrition experts who can separate facts from "fads" and translate the latest scientific breakthroughs into practical food choices. Together, you and our RDN will create a personal plan, helping you improve your health and lifestyle by making lasting dietary changes.

We provide the highest quality of nutritional care to patients and their families for a variety of conditions and diseases. These include: Diabetes , pre-diabetes, cancer, heart disease, digestive disorders, pregnancy, sports nutrition, eating disorders, food allergies/ intolerances, HIV/AIDS, vegetarian nutrition, tube feeding needs, and many others. If you are interested in coming to the clinic, talk to your PCM and have them send a referral to Nutritional Medicine.

Initial visits typically last about one hour. Our RDN will listen to your concerns, will look at your diet record, learn the foods you like and dislike, discuss your lifestyle, and start working on a nutrition plan that suits your needs.

Follow-up appointments are about 30 minutes, to discuss progress and necessary adjustments to your dietary plan. We will help you make small changes over time so that you maintain these changes and reach your goals. Patients coming in for an appointment (no walk-ins) will check in at the Pediatrics/Immunizations Front desk on the 1st floor of the Medical Group.

OPERATIONAL MEDICINE CLINIC

(813) 827-9030

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday;

The Operational Medicine Clinic team provides healthcare services for active duty members empaneled to Operational Medicine. We are an Active Duty ONLY clinic. Operational Medicine appointments are booked via Tricare Online Patient Portal or by calling the appointment line at (813) 828-CARE (2273).

Patients coming in for care will check in at the Operational Medicine Clinic front desk. Recommended show time for appointments are 15 minutes prior to accomplish any necessary paperwork.

Same Day Active Duty services are provided for cough, cold, sore throat, nausea, vomiting, diarrhea, acute pain/injuries (within 24 hours), allergy symptoms, pregnancy tests, urinary/vaginal symptoms, STD/STI check, previously prescribed injections (i.e. DepoProvera, B12, testosterone), wart treatment (with existing consent on file), battlefield acupuncture (with existing consent on file), and incomplete PT tests during the hours of **0730 – 0830 and 1300 – 1400**.

****Please note that wait times may vary and are dependent upon the needs of the member and staff availability for services****

OPHTHALMOLOGY**(813) 827-9140***Hours: 7:00 a.m. - 4:00 p.m., Monday through Friday*

Ophthalmology care (eye surgery and disease monitoring/treatment) is available by referral to eligible active duty, retired military and family members 18 years and older. Those patients under the age of 18 are referred to a pediatric ophthalmologist for specialty care. Routine yearly eye exams (unless for Diabetic eye exams), eye glasses or contact lens prescriptions, and laser vision correction are not performed by the Ophthalmology clinic. Eye glasses can be ordered through the optometry clinic by active duty and retired military members or by utilizing Tricare benefits. Patients are requested to arrive 15 minutes prior to their appointment for technician screening prior to seeing the physician. Referrals are required for all Tricare beneficiaries. The patient will be contacted by the referral management center to schedule an appointment, once the referral is received.

OPTOMETRY CLINIC**(813) 827-9131***Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday*

The Optometry team provides routine eye exams for active duty members. Appointments for retirees and family members are on a space-available basis. The clinic provides eyeglasses to active duty and retired members only. Routine contact lens exams and contact lens updates are available on a case-by-case basis. It is best to have a previous prescription and contact lenses available. Limited amounts of screening exams for LASIK/PRK surgery are available for active duty members. Appointments can be scheduled by calling the appointment line or via TRICARE Online.

ORTHOPEDICS CLINIC**(813) 827-9650***Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday*

The Orthopedic team provides comprehensive evaluations & treatment of musculoskeletal injuries and illnesses for all TRICARE beneficiaries. A referral from your PCM is required.

OTORHINOLARYNGOLOGY (EAR, NOSE AND THROAT) CLINIC**(813) 827-9372***Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday*

The ENT clinic provides medical and surgical treatment of diseases of the Ears, Nose, and Throat. We provide care for active duty members and, as space allows, active duty dependents over 12 months of age, DoD retirees, and their dependents. A referral from your PCM is required.

PEDIATRICS CLINIC

(813) 828-2273

Hours: 7:15 a.m. - 4:30 p.m., Monday through Friday

The Pediatric team provides primary care services for eligible children from newborn to adolescents through 18 years of age. Pediatric appointments are booked via Tricare Online Patient Portal or by calling the appointment line at (813) 828-CARE (2273). Wellness exams are scheduled for the following ages: newborn, 2 weeks, 1, 2, 4, 6, 9, 12, 15, and 18 months, and then annually after the age of 2.

Recommended show time for appointments are 15 minutes prior to fill out necessary paperwork. Patients coming in for care at Pediatrics will check in at the Pediatrics' front desk. Walk-in services are provided for the following issues:

- Rule out Sore throat
- Stitch removal
- Staple removal
- Wart removal (with previous provider visit for specific wart)

****Please note that wait times may vary and are dependent upon the needs of the child and staff availability for these walk-in services****

Please ensure your child's immunizations are up to date.

****Walk-in hours for pediatric immunizations, done at the immunizations clinic, are Monday, Tuesday, Wednesday and Friday 0800-1600, and Thursday 0800-1400****

PHYSICAL THERAPY CLINIC

(813) 827-9390

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

The Physical Therapy (PT) clinic is currently open to Active Duty beneficiaries with a referral from your primary care manager (PCM); other beneficiary categories are seen on a space-available basis. The PT clinic provides evaluation and treatment for acute and chronic orthopedic and musculoskeletal conditions.

- **Appointments:** All initial appointments are scheduled by the Referral Management Center (RMC) at (813) 827-CARE. All follow-up appointments are scheduled by PT staff.
- **Direct access appointments:** These appointments are for NEW conditions (back/shoulder/knee/ankle condition with current duration of 16 days or less); no PCM referral required.
- **What to Wear:** Please wear proper clothing (i.e. gym shorts and T-shirts) for all scheduled appointments.

PRIMARY CARE CLINIC (FAMILY HEALTH)

(813) 828-2273

Hours: 7:20 a.m. - 4:30 p.m., Monday through Friday

The Primary Care Clinic provides family-centered healthcare through Air Force Medical Home for retirees and dependents. Services offered include adult and pediatric general medicine, gynecology (including annual pap smears), minor surgery, Electrocardiograms, and counseling programs. Special emphasis is placed on health maintenance and preventative medical services. Primary Care appointments are booked via Tricare Online Patient Portal or by calling the appointment line at (813) 828-CARE (2273). Blood pressure checks, Throat Swabs, Depo-Provera, B-12 injections, pregnancy testing and any cough and cold symptoms to include but not limited to runny nose, cough, congestion, ear pain, sore throat, headaches, etc., are provided on a walk-in basis from 7:30 a.m. until 9:30 a.m. and 1:00 p.m. until 3:00 p.m., Monday through Friday.

Health 2 Health

Health 2 Health is a program that targets obesity in adults and in children but is for anyone that just wants to live a healthy life. We have coaches that will help you make your way to a Healthier life. We are located within the Primary Care Clinic.

Behavioral Health

The Behavioral Health Consultation (BHC) Service is a program available to patients within the Primary Care Clinic as a part of overall good health care. The purpose of this service is to offer assistance to patients experiencing the stresses of daily living (e.g., family conflicts, job stress, life-planning issues, etc.), those with lifestyle problems, mental health disorders or stress related/chronic medical conditions.

PUBLIC HEALTH FLIGHT

(813) 827-9601

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

The Public Health Flight specializes in the following areas of care: food safety and public facility sanitation inspections, medical entomology/vector surveillance, medical employee health, communicable disease epidemiology and education, occupational health including audiograms, medical intelligence, and deployment/travel medicine.

SABAL PARK CLINIC

(813) 828-2273

9208 King Palm Drive, Tampa, FL 33619

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

The Sabal Park Clinic offers care for enrolled patients in Family Medicine, Internal Medicine, Pediatrics, Women's Health and Immunizations. The Sabal Park facility also offers Laboratory, basic Radiology, Ultrasound, Mammography and Pharmacy services.



WOMEN'S HEALTH CLINIC

(813) 827-9336

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

The Women's Health Clinic is a referral based clinic that provides gynecological care to adult females from child-bearing age to geriatrics. Priority is given to Active Duty members. As space allows, the clinic also provides care to dependents, retirees and their dependents. Services offered include: well woman exams (*No referral required for well woman exams), birth control/contraception, hormone replacement therapy, menopause/perimenopause symptom management, preconception counseling, infertility, evaluation/treatment of abnormal bleeding, IUD/Nexplanon insertion/ removal (require initial appointment for counseling), and cervical dysplasia. Patients experiencing GYN related problems must be booked with their PCM first to obtain a referral.

JOINT CLINICS

USSOCOM CLINIC

(813) 827-9870

Hours: 7:00 a.m. - 4:00 p.m., Monday through Friday

The USSOCOM team provides prompt, high quality preventative, routine and acute primary care services to active duty, reservists, active/reserve family members, and personnel assigned to or retired from headquarters USSOCOM. Dependents must be at least 7 years or older. Services provided include flight/school/sports physicals, health screens, a comprehensive well woman program, minor procedures, diseases management, and sick call for active duty members.



USCENTCOM CLINIC

(813) 827-9715

Hours: 7:00 a.m. - 4:00 p.m., Monday through Friday

The USCENTCOM team provides prompt, high quality preventive, routine, and acute primary care services to active duty, reservists, and assigned family members. Services provided include health screens, school and sports physicals, minor procedures, disease management, well woman exams, and sick call for active duty/ reserve members.



Sick call check-in is Monday through Friday from 7:00 a.m. until 8:00 a.m. Active duty and reserve members assigned to USCENTCOM with an acute illness or injury that prevents them from performing duty that day are encouraged to report to sick call. To schedule all other appointments, call the appointment line at (813) 828-2273. This team conducts training on Wednesday afternoons.

JCSE CLINIC

(813)-827-9823

Hours: 7:00 a.m. - 4:00 p.m., Monday through Friday; Closes at 1200 on Wednesdays

The JCSE team provides premier preventative, routine, and acute primary care services to active duty, and reserve/guard members when on active duty orders. Services provided include health screens, minor procedures, physicals, and sick call for active duty/reserve members. Sick call hours are Monday through Friday from 7:00 a.m. until 7:30 am. This team conducts training on Wednesday afternoons.



ANCILLARY SERVICES

DIAGNOSTIC IMAGING (RADIOLOGY)

(813) 827-9630/9631

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

Diagnostic Imaging Flight offers a full range of imaging services to include routine x-ray, ultrasound, mammography, magnetic resonance imaging (MRI) and computerized tomography (CAT scan). Routine x-rays do not require an appointment and are performed during normal duty hours.

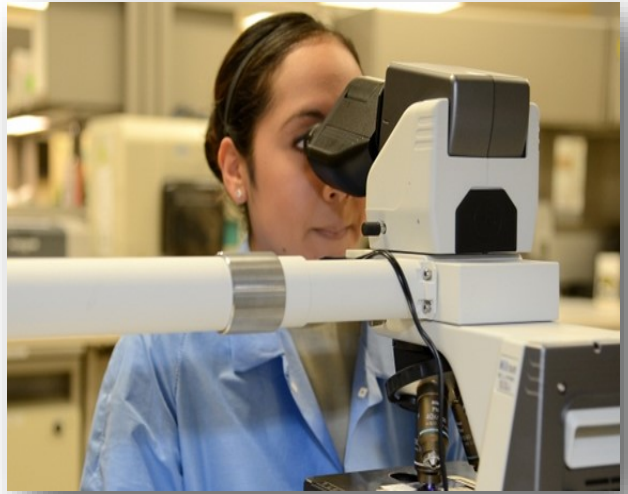
All other imaging procedures require patient preparation and require an appointment. To schedule an appointment, call or visit the Diagnostic Imaging Flight. We are located on the second floor of the clinic. Diagnostic Imaging honors radiology referrals from civilian providers within the local area.

Hours: 7:15 a.m. - 4:30 p.m., Monday through Friday

Lab tests are ordered by providers only. All written lab scripts must have a provider's signature. Lab reports are entered into the clinic's computer system for the requesting provider's review. Patients requesting copies of their test results can obtain them from their Primary Care Manager. Patients with a lab order for a 3 or 5 hour oral glucose tolerance test should come to the lab to receive instructions and schedule the test.

Some lab tests require the patient to fast. Fasting means having nothing to eat or drink (except water)

10 to 12 hours before blood collection. The provider's orders should specify whether or not fasting is required. Unless the provider gives other instructions, patients should continue taking their medications, as prescribed, prior to having blood drawn.



PHARMACEUTICAL SERVICES

****MACDILL AFB PHARMACY**



FORMULARY**

Use your Smart phone to scan the QR code above for direct access to the MacDill AFB Pharmacy Formulary.

Main Clinic Pharmacy

(813) 827-7910, Option 2

3250 Zemke Ave, MacDill AFB, FL 33621

Hours: 7:30 a.m.—4:30 p.m., Monday through Friday

The Main Clinic Pharmacy is used to dispense prescriptions for patients empaneled to a primary care provider at the MacDill Clinic. Once empaneled patients depart the clinic after an appointment they should check-in at the Main Clinic Pharmacy to activate any prescribed medications for dispensing.

MacDill Urgent Care Pharmacy

(813) 827-7910, Option 1

7101 Kingfisher St, Building 934 (next to Burger King)
Hours: 8:30 a.m. - 5:00 p.m., Monday through Friday

The MacDill Urgent Care Pharmacy accepts urgent, off-base prescriptions for eligible beneficiaries and hard copy controlled substance prescriptions. Urgent prescriptions such as an antibiotic may be electronic or paper prescriptions. Paper prescriptions for acute needs must be issued by an emergency room or urgent care clinic on official pre-printed prescription forms.



Other services at the MacDill Urgent Care Pharmacy

- Beneficiaries with paper prescriptions issued by a Veteran's Administration Clinic or Hospital drop them here for pick-up through the Drive-Thru Pharmacy.
 - Note: Please ensure the beneficiaries name and doctor signature appears on each page of a multi-page VA prescription in order for it to be valid.
- Patient prescription counseling as required/requested.

Drive-Thru Pharmacy

(813) 827-7910, Option 4

7101 Kingfisher St, Building 934 (next to Burger King)
Hours: 8:30 a.m. - 5:00 p.m., Monday through Friday

The Drive-Thru Pharmacy is the pick-up location for the first-time fill for off-base prescriptions and refills;

- Pick-up location for new prescriptions from off-base providers. Please note all electronic prescriptions (eRx) must first be activated by the beneficiary or they will not be ready for pick-up (see activation procedure below).
- Pick-up location for refills requested through TRICARE on-line (tricareonline.com), or refills called into the automated refill system (1-800-272-0201) where patient has selected the **Drive-Thru Pharmacy** option.

Please note the Drive-Thru Pharmacy is ONLY a prescription pick-up location. New off-base prescriptions must be submitted electronically and activated in order to be ready for pick-up.

9208 King Palm Drive, Tampa, FL 33619

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

The Sabal Park Pharmacy is used to dispense prescriptions for patients empaneled to a primary care provider at the Sabal Park Clinic.

Pick-up location for refills requested through TRICARE on-line (tricareonline.com), or refills called into the automated refill system (1-800-272-0201) where the patient has selected the **Sabal Park Pharmacy** option.

PHARMACY REFILL PROCEDURES: (813) 828-5367, (813) 827-7910 or (800) 272-0201

To request a refill, please either call (813) 828-5367, (813) 827-7910, (option 2), (800) 272-0201 or use TRICARE Online (tricareonline.com) refill option which are available 24 hours a day and 7 days per week.

PLEASE PAY CLOSE ATTENTION TO THE PROMPTS AND SELECT THE CORRECT LOCATION (DRIVE OR SABAL PARK CLINIC) FOR REFILL PICK-UP.

- Refills requested for Drive-Thru Refill Pharmacy are available 3 duty days later at 0800 hours.
- Refills requested for Sabal Park Pharmacy are available 4 duty days later at 0800 hours.

Electronic Prescriptions and TRICARE On-Line Secure Messaging

On 1 January 2020, the State of Florida began migration to an electronic prescription (eRx) format. Accordingly, MacDill Pharmacies no longer accept paper prescriptions from off-base providers with a few notable exceptions mentioned under the Urgent Care Pharmacy.

New off-base prescriptions must be submitted electronically to the MacDill pharmacy and then activated by the beneficiary in order for the prescriptions to be ready for pick-up at the Drive-Thru Pharmacy (our only dispensing location for new off-base prescriptions).

- New off-base prescriptions activated for Drive-Thru Pharmacy pick-up will be available in 2 duty days at 0800 hours.

Your off-base provider may locate the MacDill Pharmacy within their electronic prescribing system with the following information:

**DoD MacDill EPHCY
NCPDP# 5740849
3250 Zemke Ave
MacDill AFB, FL 33621
(813) 827-7910**

Activating a new electronic prescription (eRx) from an off-base provider:

- **Option 1:** Send a secure message requesting activation via Secure Messaging option on TRICARE Online www.TRICAREonline.com
- **Option 2:** Leave a voicemail requesting activation (**813-827-7910, option 1, then option 1 again**). **This option will only be available through 31 Dec 2020.**
 - **Note:** Due to the number of beneficiaries we service, you will ONLY receive a return phone call if there is an issue with your prescription. Otherwise, it will be available for pick-up at the specified time.
- **Option 3 :** Fill out an electronic prescription (eRx) slip and place it in the pharmacy drop box at MacDill Urgent Care Pharmacy (when it opens for business).

MacDill pharmacies will continue to accept controlled medication hardcopy prescriptions until the Air Force upgrades our pharmacy software to meet controlled prescription security requirements.

- The Florida law permits this exception. Prescriptions for controlled medications due to be taken to the Urgent Care Pharmacy.

How to sign up for TRICARE On-Line Secure Messaging:

1) Sign up for a TRICARE On-Line account at www.tolsecuremessaging.com

- This platform will become increasingly important for DoD beneficiaries to efficiently access health services and as the State of Florida migrates to electronic prescriptions.

Step One: Register

- Go to the home page (www.TOLSecureMessaging.com) and select “Register Here” underneath the blue “SIGN IN” button.
- Then click register as a “Patient”. Once you have completed the patient information, your account set-up will be complete.

Step Two: Connect with MacDill AFB Pharmacies

- After logging into TOL Secure patient messaging, click on the—“Providers” tab on the top of the screen.
- Click on “Add Provider or Facility” to add the MacDill Pharmacies. Enter the name and zip code of the pharmacy you would like to add:

MacDill AFB, Main/Sabal Park Clinic Pharmacy (zip code: 33621)

- The Pharmacy will receive a message once the request has been made. Your request will remain in a “pending status” until the pharmacy has approved your request.

Step Three: Send The MacDill Pharmacy Staff a Message

- To send a message to your Pharmacy Team, click on “Messages” from the home page.
- This is how you request activation of new electronic prescriptions moving forward.

MacDill Pharmacy Automated Phone Line: 813-827-7910

The MacDill Pharmacy Automated Phone Line permits beneficiaries to conduct all routine pharmacy business:

- Leave a voicemail requesting eRx activation [\(this will only be available until 31 Dec 2020 at which time you must use Tricare Online Secure Messaging\).](#)
- Call in a refill request using the automated refill system. Do not leave a voicemail requesting a refill.
- Hear general pharmacy info i.e. hours of operation, upcoming closures, etc.
- Transfer to 6 MDG Appointment Line to request medication renewal (for empaneled patients)

Note 1: If beneficiaries have an urgent pharmacy need, please present to the_ Main Clinic Pharmacy for assistance (until the MacDill Urgent Care Pharmacy_ is open for business).

Note 2: If beneficiaries have routine (non-urgent) pharmacy questions please contact the MacDill Pharmacy via TRICARE secure messaging.

Comprehensive Medication Management (CMM)

Hours: 8:00 a.m. - 4:50 p.m., Monday through Friday

Comprehensive Medication Management (CMM) is a pharmacy service that functions under the pharmacy to assist 6 Medical Group empaneled patents with the management of: Diabetes, Hypertension, Cholesterol, Anticoagulation, Medication Therapy and Medication Renewals. This service is only available by referral through a MacDill primary care provider.

Medication Disposal (MEDSAFE) Drop Boxes

Medication Disposal bins are located in each pharmacy lobby to provide an avenue for our patients to safely dispose of unwanted or unused medications. Proper disposal of prescription and over-the-counter medications reduces the potential for harm to your health, households and environment. In event the bin is full, do not leave medications outside the bin as it is a safety hazard.



SUPPORT SERVICES

BIOENVIRONMENTAL ENGINEERING

(813) 827-9570

Hours: 7:00 a.m. - 4:00 p.m., Monday through Friday

BE provides occupational and environmental health support to the installation and serves as the Radiation Safety Officer and Installation Respiratory Protection Program Administrator. BE also provides walk-in gas mask fit testing on Tuesdays from 9:00 a.m. until 11:00 a.m. Short notice deployers should contact our office for fit-testing coordination. Fit testing for industrial and N-95 respiratory protection is performed by an appointment basis and should be coordinated by contacting our office.

CASE MANAGEMENT**MacDill (813) 827-9356/Sabal Park (813) 827-9746***Hours: 7:00 a.m. - 4:00 p.m., Monday through Friday*

Case Management involves a team of health care professionals who are available to assist you and your family with complicated medical concerns. Services can be referred to by the PCM or the beneficiary can self-refer.

MENTAL HEALTH CASE MANAGEMENT**MacDill (813) 827-9949***Hours: 7:00 a.m. - 4:00 p.m., Monday through Friday*

Mental Health Case Management (MH/CM) is a collaborative process in which a Psychiatric RN utilizes the case management process to assess, develop and implement a plan for care, monitors care, advocates for the patient and/or family, and evaluates options and services to meet an individual and family unique mental health needs. MH/CM offers assistance for patients and families to make informed decisions affecting healthy outcomes and independently achieve health care management goals. MH/CM will assist with coordination of mental health care providers for medication management and therapy, and offer help and guidance with referrals and consultation in the community.

WOUNDED WARRIOR CASE MANAGEMENT**(813) 827-9283***Hours: Please call for availability*

The Air Force Wounded Warrior Program (AFW2) is a Congressionally-mandated, federally funded program that provides personalized care, services and advocacy to seriously or very seriously wounded, ill, or injured Total Force Recovering Airmen and their caregivers/families.

EFMP and PCS CLEARANCES**(813) 827-9909/8999***Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday*

The point of contact for Family Member Travel Screenings and Exceptional Family Member Program (EFMP) enrollment is the EFMP/OSC Office. Please contact this office for further instructions on family members travel medical clearances or enrolling into the EFMP program. A referral from your PCM is not required.

DISEASE MANAGEMENT**MacDill (813) 827-9080/5067/Sabal Park (813) 828-8998***Hours: 7:00 a.m. - 4:00 p.m., Monday through Friday*

Disease Management (DM) involves a team of healthcare professionals who are available to help educate patients with various chronic disease processes. DM registered nurses are here to assist patients with questions they may have about how to live with a chronic disease state, how to self-monitor their illness, and when to call your Primary Care provider.

MEDICAL EVALUATION BOARD (MEB) OFFICE

(813) 827-9993/9983

Hours: 7:00 a.m. - 4:30 p.m., Monday through Friday; 7:30 a.m. - 11:00 a.m., Wednesdays

Physical Evaluation Board Liaison Officers (PEBLOs) assist active duty military members through the Physical Evaluation Board (PEB) process. Other services provided by the MEB Office include: Review-In-Lieu-Of (RILO) MEB, Temporary Disability Retirement List (TDRL), Assignment/Deployment Waiver Processing, and Elective Surgery. Please call to schedule an appointment.

TRICARE ONLINE

(800) 600-9332

<http://www.tricareonline.com> - TRICARE Online (TOL) is a secure web portal designed to increase access to care and information. MTF enrolled and registered beneficiaries have the capability to schedule and cancel appointments 24/7, request refills, and choose a method/location for pick-up. The "Blue Button" tool allows authorized users the ability to view, print and save their health data.

SECURE MESSAGING

<https://app.tolsecuremessaging.com/> - Secure Messaging allows for a more secure exchange of health information and allows you to be more interactive with your Patient Centered Medical Home (PCMH) team. Providers will respond to non-urgent messages within one business day. **Note: Anything urgent should NOT be communicated via secure messaging.**

You may request medication refills, lab or radiology and medical test results or even arrange medical appointments, retrieve written advice that might be forgotten or misunderstood, have a direct link to contact your provider on **NON-Urgent Matters**; additionally, patient education materials are provided on the website. Secure Messaging also sends you reminders that your provider has replied to your inquiries or is attempting to contact you.

Most importantly, how do you enroll into Secure Messaging? There are 2 options to register. Option 1 and most convenient, visit <https://app.tolsecuremessaging.com/> and click "Register here", option 2, you can register at the check in window during your next medical appointment. With both options you will receive an email to finish your enrollment and complete the registration process. Once this is accomplished you can start messaging with your PCMH and enjoy all the amazing features Secure Messaging has to offer you!

NURSE ADVICE LINE (NAL)

(800) 874-2273, Option 1

Call TRICARE's Nurse Advice Line at 1-800-TRICARE, Option 1.

Talk to a registered nurse who can:

- Answer your urgent care questions
- Give you health care advice
- Help you find a doctor
- Schedule next-day appointments at military hospitals and clinics

If you have an emergency, call 911 or go to the emergency room.



HEALTH PROMOTION

HEALTH & WELLNESS CENTER (813) 828-4739

8115 Cypress Stand Street, Bldg. 303 (in Fitness Center)

Hours: 7:30 a.m. - 4:30 p.m., Monday through Friday

We provide a “one-stop shop” for prevention and wellness needs. All services and programs are available to active duty, family members, retirees and DoD civilians; Referrals are not required

Walk-in Services: Blood pressure; Body-fat analysis on the Tanita BC-418 body composition analyzer; select exercise equipment; private relaxation/massage chair room; and resource library

Screenings: Fasting cholesterol, bone health, body composition analysis via the Bod Pod or In-Body 570 assessment tools, Micro Smokerlyzer, Med Gem metabolic testing system

Classes/Services: “Be Well” (Active Duty); “MOVE!” (Weight management); Lifestyle/Health Coaching; Tobacco Cessation; Running Clinic; “Fuel to the Max!” sports nutrition; Supplement education for safe, and responsible use

Outreach: HeRO Briefings and Challenges: “Soar into Health”, “28 Days 4 Sleep”, Move It MacDill!”, and “Color Your Plate”; Fit Stops (mini health fairs); Commander’s Call Briefings; Leadership Training.

How to Sign Up: To enroll in our classes, set up an Outreach briefing, or to schedule an appointment, please call (813) 828-4739 or visit us at: <https://www.facebook.com/macdillhawc>, or sign up for our text updates by texting MACFIT to 95577.



FREQUENTLY ASKED QUESTIONS

How do I change my Primary Care Manager (PCM)?

To change your PCM, please call TRICARE at 1 800-444-5445 Option 1 then 5.

How do I request a civilian network PCM?

If your address requires you to enroll at MacDill or Sabal Park clinic and you would like to request a civilian network PCM, please contact the TRICARE Office at the 6th Medical Group, MacDill AFB (second Floor) to submit an enrollment waiver request form. They may also be reached at (813) 827-CARE Option 3 then 2. If initial waiver is disapproved, beneficiaries have the option to submit an appeal to the MTF Commander for consideration.

Maximize Medical Readiness
Economized Resources
Deliver Trustworthy Care
Impeccable Communication
Culture of Safety
Strategic Staff Development





Administrator	827-9521
ADAPT	827-9174
Appointment Line	828-CARE (2273)
Cardiopulmonary Team	827-9082/9077
Case Management	827-9356/9749
Chiropractic Team	827-9390
Commander	827-9521
DDRP	827-3051
Dental Clinic	827-9400/9401
Dermatology Team	827-9372
Diagnostic Imaging (Radiology)	827-9630/9631
EFMP / PCS Clearances	827-9909/8999
Family Advocacy	827-9172
Flight Medicine	827-9805
Health Promotions	828-4739
Health Benefits Advisors	827-9900, option 3
Immunizations	827-9377
Internal Medicine Team	828-2273
Laboratory	827-9440
Medical Evaluations Board	827-9981/9983/9993
Mental Health	827-9170
Operational Medicine Clinic	827-9030
Ophthalmology Team	827-9140
Optometry Team	827-9131
Orthopedic Team	827-9650
Patient Advocate	827-9292
Pediatric Team	828-2273
Pharmacy (Main Clinic)	827-7910, option 2
Pharmacy (Sabal Park Clinic)	827-7910, option 3
Drive Thru Refill Center	827-7910, option 4
PharmaCARE Center	827-7910, option 1
Pharmacy Automated Call-in Refill System	828-5367 or 800-272-0210
Physical Therapy Team	827-9390
Primary Care Team	828-2273
Public Health/Force Health Management	827-9601
Referral Management Center	827-1046/9913
Sabal Park Clinic	828-2273
TRICARE Referrals	827-8989
USSOCOM Team	827-9870
Women's Health Team	827-9336