



Patient Centered Medical Home

MacDill Air Force Base

New Patient Information

Mission: Mission Focused – To Prevent, Heal, & Deploy!

Vision: Agile Warrior Medics, Unmatched Global Care

Goals: Advance Patient Care, commit to and be ready, and elevate each other.

Welcome to the MacDill Air Force Base! We thank you for trusting us with your health care. Our clinics are Patient Centered Medical Homes. The Medical Home is a place of care where patients and family members are treated with respect, dignity, and compassion, allowing for a strong and trusting relationship between the patient and their care team. It also provides greater satisfaction to you, your provider, and your health care team.

In our clinic, you are assigned to a health care team who will work directly with you. This team will include a physician, nurse practitioner, and/or physician assistant; a nurse, medical technicians, and an administrative technician who will partner with you to help provide for all of your healthcare needs. As a patient, you are an active participant in managing your health. Our shared goal is to keep you as healthy as possible. The Medical Home staff will help you to coordinate all aspects of your care, to include wellness and acute visits, providing referrals for specialty care, obtaining any results, and consulting with other providers or getting a second opinion.

Your Medical Home may be a clinic that focuses on the care of current service members such as our Warrior Operational Medicine, Flight Medicine, or our mission partner clinics such as JCSE, CENTCOM, SOCOM, or SOCCENT. For many family members and retirees, you'll likely find your Medical Home to be in Pediatrics, Primary Care, or Internal Medicine clinics which are located both on MacDill Air Force Base as well as a satellite clinic at Sabal Park located at 9208 King Palm Dr, Tampa, FL 33619.

If you receive a referral for specialty care outside of your medical home, you can check the status either online at [www.humanamilitary.com](http://www.humanamilitary.com) or by calling 813-827-9903 option 1.

**What to do in an emergency:** Please call 911. Do not drive yourself to the Emergency Department. Please contact us the following business day to leave a message with your Care Team at (827) 827-2273 or send us a Secure Message using the Patient Portal.

**After Hours or while traveling:** for healthcare needs contact the Global Nurse Advice Line at [www.MHSnurseadvice.com](http://www.MHSnurseadvice.com) or by dialing 1-800-TRICARE (1-800-874-2273), option 1. The Nurse Advice line is operated 24/7 by phone, web chat and video chat.

**If you have relocated recently** to our area please contact DEERS to update all family members' addresses and contact information at:

[https://milconnect.dmdc.osd.mil/milconnect/public/faq/DEERS-Updating\\_and\\_Correcting\\_DEERS\\_Data](https://milconnect.dmdc.osd.mil/milconnect/public/faq/DEERS-Updating_and_Correcting_DEERS_Data) or by phone 800-538-9552.

### **Be prepared.**

In order to receive maximum benefit from the time spent with your healthcare team, we suggest the following tips:

- Sign up for your MHS Genesis Patient Portal. The portal gives you an opportunity to view your health information, send secure messages to your care team, and request prescription renewals. You can view your notes from clinical visits, labs and test results, make appointments and complete pre-visit questionnaires online. To sign up, please contact our clinic.

- Bring all of your prescription medications, in the original containers, with you to your appointment and a list of any over-the-counter medications and supplements you are also taking and describe when, how, and how often you take each of your medications and supplements.
- Write down any questions and notes you may have in advance and feel free to bring a pen and paper to your appointments. If necessary, bring a friend or family member to your visit to help you remember answers to your questions or other details of the visit.
- Here are some questions to ask every time you talk with a doctor/provider, nurse, or pharmacist (from Ask Me 3):
  1. What is my main problem?
  2. What do I need to do?
  3. Why is it important for me to do this?
- Provide a complete and honest evaluation of your situation and concerns, even if it is difficult or potentially embarrassing to talk about.
- Let the team know if you have a current care plan and if you feel that you are making progress towards your goals or if you need further help or education.

### **Speak up.**

- Our clinic staff respects and encourages patients and family members to speak up! Our job is to make sure you are comfortable expressing your preferences, needs, and values. Your job is to convey your preferences, needs and values. Be clear and to the point. If you don't understand fully, ask for further clarification. Your team should always use simple terms that are easy to understand and in a language you prefer.

### **Take charge of your health and be an informed health consumer.**

- If you have a condition for longer than 6 months, learn more about your disease, treatment options, treatment plans and prognosis. Help us identify what your goals are in regards to your disease and how we can help you reach those goals. Do your own research on your condition using reputable websites.
- We are partners in your care, you are an active partner. We create plans of care "with" you, not for you.
- Be aware of health fads. We encourage you to look up health information online, however, we recommend you utilize reputable sources. Ask questions and obtain clarification when needed.

### **Check out publicly reported data.**

- All Military Health Service Facilities share information about quality, safety, access and overall satisfaction at [www.health.mil/transparency](http://www.health.mil/transparency). Check out our Medical Facility's data. Don't hesitate to ask questions to your health team about what they are doing to improve quality, satisfaction, safety and access.

### **Feedback**

- We want to hear from you! Use the link to tell us how we did in meeting your healthcare needs.  
<https://ice.disa.mil/index.cfm?fa=card&sp=128053>

We look forward to partnering with you on your healthcare journey!