



ARMY MEDICINE

Bringing Value...Inspiring Trust

How to Join

Enrollment is currently offered to TRICARE Prime Dependents, from birth to 26 years old

If you would like to enroll:
Please call UnitedHealthcare at
1-877-988-9378



- Book your Appointments Online



Now you can Communicate with our office at anytime, from anywhere. All you need is a Web browser and a connection to the Internet. Come into our clinic to register for this Secure Messaging Service.



Want to get email and/or text reminders for your appointments? Sign up for this service in our clinic.

Clinic Access:
808-433-6697

- Medical Advice: Ext 1
- Make an Appointment: Ext 2
- Pediatric Clinic:
 -  * Team KIKA: Ext 3
 -  * Team HONU: Ext 4
- Adolescent Clinic:
 -  * Team ADOL: Ext 5
- After Hours (Nights, Weekends, Holidays):
Contact our on call Pediatrician: Ext 6

For more information about our Pediatric, Adolescent & Young Adult Patient Centered Medical Home (PCMH)

Check out our website at:

www.tamc.amedd.army.mil/offices/Pediatric/PediatricClinic.html

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. It can also be defined as a sudden, extremely painful condition which requires immediate treatment to alleviate suffering.

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

If you do go to an emergency room 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 that you need.



Pediatric, Adolescent & Young Adult
Medical Home at Tripler
Army Medical Center

An Army-run, Patient Centered Medical Home, located within Tripler Army Medical Center

Army Medical Homes are the result of your vision and your suggestions

Army Family Healthcare,
The way it can be . . .
The way it should be



Hours of Operation
8 a.m. to 4 p.m.
Monday through Friday
808-433-6697



What's different about a medical home?

Each patient partners with a primary care clinician and nurses who take responsibility for your health and coordinate care with an extended team of behavioral health professionals, pharmacists, subspecialists and others. Your 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 each patient and his or her 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 plays a greater role than you might be used to. Your nurse 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.

Your 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, nurses and support team who know you and your family well.

How to Prepare for an Encounter

Make a list of questions you would like to ask your healthcare team. Put the questions that are most important to you at the top of the list.

- ❖ If you wish, ask a family member or trusted friend to come to your appointment with you.
- ❖ Make a list of healthcare providers you visited outside of our Medical Home Clinic. Write down their names, addresses, phone numbers, and the reasons you visited them. This will help your healthcare team better coordinate all of your care.
- ❖ Maintain a list of your current medications. Be sure to include prescription, over-the-counter, natural, and herbal medicines and vitamins.
- ❖ If you have insurance in addition to Tricare, bring your insurance card or other insurance information with you to your appointment.

Appointment Availability

In your Patient Centered Medical Home, we make every effort to ensure you get an appointment when you want. We strive to provide same day access with your health care team so that you won't have to rely on an urgent care center or the emergency room for your primary care.

Studies show that when you receive care from the same health care team overtime, you reduce hospitalizations and unnecessary lab tests, imaging studies, and prescriptions.

Access Options

As part of our commitment to improved access, our Patient Centered Medical Home offers a broader range of access options. In addition to the traditional face-to-face office visit, we also offer:

- ❖ Secure web-based communication with your healthcare team through RelayHealth, including:
 - Private Secure internet Messaging
 - Request medication renewals
 - Request appointments
 - Request referrals
 - Receive test/laboratory results
 - Access valuable health information online
 - Structured electronic webVisit with your PCM
- ❖ Our Clinic Access Nurses are available to provide advice and help coordinate your care Monday through Friday from 7:00 am- 4:00 pm
- ❖ After clinic hours you may speak with our on call physician for any immediate questions or concerns, 808-433-6697, Ext 6
- ❖ Behavioral Health specialist (Psychologist) is part of our team and available daily



Tripler Pediatrics

"We're it for this side of the world."
– James W Bass, MD