



SCHOFIELD BARRACKS FAMILY MEDICINE CLINIC

www.tamc.amedd.army.mil/sbhc/fam_prac.htm

Appointments: (808) 433-2778 ext. 12

Patient Assistance Line (PAL): (808) 433-2778 ext. 3111

24-hour Nurse Advice Line (NAL): 1-800-TRICARE (874-2273), Option 1

Tricare Online (TOL): www.tricare.mil



Welcome to the Family Medicine Clinic at the US Army Health Clinic, Schofield Barracks! As a Patient Centered Medical Home (PCMH), we'd like to take a few minutes to give you some information about our clinic, and what the PCMH difference means.

Our main goal is to help you manage every aspect of your health care. One way to ensure all of your medical concerns are addressed is by discussing your complete medical history. At each visit, we will ask you who/where you have received treatment from since your last visit, and if you have any new issues which need to be addressed.

Your treatment plan may require specialty care. Our PCMH Teams can devise a single plan and help coordinate care to ensure all physicians treating you are working off the same plan.

While medicine is an art, it is also a science. We are all committed to keeping up with current research and guidelines so we may provide you with the best care available.

We realize most patients only come to the doctor a few times a year. Fortunately, most of your life will be spent outside of the doctor's office; we call this the "White Space." We want to work with you to optimize your health in the White Space. We can accomplish this by providing information such as preventing illnesses like the flu, or just making sure you have the best information for everyday issues like eating healthy, being active, and getting proper sleep.

A group of professionals is needed to accomplish all of this and to provide premiere healthcare. These professionals come together using a team based model of care for medical treatment. Your team will consist of your primary care manager (PCM), nurses, medics, nurse case managers, clinical pharmacists, and most importantly, YOU!

We look forward to developing a partnership for your health, and for you to play an active role in your care. Please come to each visit with any updates on medications, dietary supplements, or remedies you are using, and questions you may have. Let us know when you see other health care providers so we can help coordinate the best care for you. We want you to understand your health conditions, ask questions about your care, and tell us when you don't understand something. If you wish, feel free to ask a family member or trusted friend to come with you to your appointment.

The next page provides more details on our services and how to access them

PCM continuity is a top priority! How to make an appointment with your PCM:

1. **Call** - Call our appointment line at 433-2778 ext. 12 from 0630-1630hrs – Planning far in advance will increase the availability of your PCM.
2. **Stop By** - Our front desk staff can book appointments right on the spot.
3. **Secure Messaging** - Send us a request via RelayHealth (www.relayhealth.com). You can also use this system to ask your provider questions, request medication refills, or to get lab and X-ray results. If you don't yet have access, please talk to our clinic staff.
4. **Online** - Consider registering for Tricare Online (www.tricareonline.com) to book appointments online yourself.

To leave a message for your Care Team during office hours, call 433-2778 ext. 3111

Please don't be a no-show! Call our 24 hour automated cancellation line at 433-2778 ext. 2 to cancel an appointment as soon as you know you can't make it – it helps others.

After office hours, call our appointment line (433-2778 ext. 12) for after-hours care instructions. Alternatively, if you or your child is sick and you would like to speak with an after-hours care nurse, call the **Nurse Advice Line (NAL)** at 1-800-TRICARE (874-2273), Option 1. The NAL provides medical information, has the capability of booking a follow-up appointment, and can direct the caller to the local after-hours facility.

In an emergency, please call 911. If you or your child eats, drinks, or is exposed to something you suspect is poisonous, we recommend that you call the Poison Control Center at 1-800-222-1222.

Appointment Booking Tips

- **Late Policy.** We ask that you arrive 10-15 minutes before your appointment time to allow check-in. Please allow extra time for parking and walking to the clinic. If you check in after your appointment time you are considered late, and there may be a delay before you are seen. Patients checking in 10 or more minutes after their appointed time are considered “No Show.” You may be asked to reschedule your appointment, depending on clinic availability.
- If your physician recommends you make a follow-up appointment, please make one immediately. If you wait, you may not be able to get an appointment with your PCM in a timely manner.
- Do not bring children to well woman or OB appointments. A responsible family member or friend 12 years or older can come with you and watch your children in a waiting area during your exam. The Armed Services YMCA provides hourly care in Building 680 during certain business hours. Call 624-8410 to arrange child care with this service. Hourly care is also available at the Child Development Center.
- **Minors:** Patients under the age of 18 must be accompanied by a parent or legal guardian. Patients between the ages of 14-18 years can be seen without a parent or legal guardian if the appointment is for family planning and/or sexually transmitted disease.

Make Sure You Can Be Reached! Please make sure we have the best contact information for you at all times. We have many ways to keep in contact with you – phone, text, secure messaging, email, and mail. Please let our front desk know when your contact information changes.