



## Breast Feeding Consultation

A Lactation Resource Nurse is available to assist all breast feeding mothers, Monday through Thursday. Call 240-857-0097 to make an appointment.

### Nutrition Clinic

Location: Bldg 1050 Room DB-2  
Hours: 0730 - 1630, Monday - Friday  
Phone: (240) 857-5202

The Nutrition Clinic offers a variety of nutrition classes which include the following:

- Diabetes
- Healthy Heart Diet (low fat/low cholesterol)
- Gestational Diabetes
- Weight Management
- Pediatric Nutrition
- Prenatal Calorie Controlled Diet/Weight Gain
- Dash Diet (High Blood Pressure)
- Individual Diet Consultations
- Herbal Alternative Medicine

### Asthma Class

Asthma is a chronic lung disease that cannot be cured but can be controlled. An Asthma class is offered the first Saturday of every month, from 1000-1200 hours. To learn more about asthma self-management, call 240-857-2723. Reservations are not required.



## MALCOLM GROW MEDICAL CENTER Outpatient Information Guide

	Page
<b>INTRODUCTION</b>	<b>1</b>
<b>TRICARE</b>	<b>2</b>
<b>PRIMARY CARE SERVICES</b>	<b>5</b>
<b>SPECIALTY CARE SERVICES</b>	<b>8</b>
<b>ANCILLARY SERVICES</b>	<b>9</b>
<b>OTHER SERVICES</b>	<b>11</b>
<b>HEALTH EDUCATION SERVICES</b>	<b>13</b>
<b>BILLING SERVICES</b>	<b>16</b>



## MALCOLM GROW MEDICAL CENTER Outpatient Information Guide

### INTRODUCTION

Welcome to the 89th Medical Group (89 MDG), Malcolm Grow Medical Center. This facility was established in 1958 and currently operates 60 inpatient beds and offers a full range of primary care services along with medical and surgical subspecialties, dental care and aerospace medicine. We also serve as a referral facility for patients coming from Air Force facilities in Europe and the eastern United States. In addition to providing direct patient care we are affiliated with the Uniformed Services University of Health Sciences (USUHS) and serve as a training facility for medical students and other health professionals. We are proud to provide you with the best medical care available anywhere. We invite your comments on the services we provide and welcome any suggestions which will allow us to improve the quality and convenience of your health care. Again, welcome to your medical center. We hope your visit will be a pleasant one.



**Brigadier General Barbara C. Brannon**  
Commander, 89th Medical Group



## Diabetes Education Clinic

Location: Bldg 1050, Cardiopulmonary Room, H1 36B  
Hours: 1230 - 1600, Thursday  
Phone: (240) 857-8826

The Diabetes Education Clinic is designed to aid individuals with diabetes and their families in understanding and controlling diabetes through a series of four sessions. To register, call (240) 857-8826. This clinic is designed for:

- Newly diagnosed diabetics
- Poorly controlled diabetics
- Diabetics learning to use blood glucose self testing
- Diabetics who completed a program in the past, and want a refresher and update
- Interested family members

## Life Skills Support Center

Location: Bldg 1040  
Hours: 0730 - 1630  
Phone: (240) 857-7186

Offers a variety of classes which include:

- Depression Management
- Stress Management
- Anger Management
- Anxiety Management
- Assertiveness Training
- Survivors Group



## Health Education Services



### Health And Wellness Center (HAWC)

Location: Bldg 1442 (Above Sports Page)  
Hours: 0730 - 1630, Monday - Friday  
Phone: (240) 857-5601

The Andrews Air Force Base Health Promotions Flight assists individuals in acquiring skills to improve their health and well being. Health Promotion coordinates educational programs concerning heart disease, nutrition, physical fitness, stress management, substance abuse, tobacco use cessation.

You do not need to have a consult to attend the smoking cessation course. Classes are run by the Health and Wellness Center (240) 857-5601 or the Family Practice Clinic (240) 857-4052.



## TRICARE

TRICARE was implemented in Region I on 1 June 1998. TRICARE Prime enrollees have priority for all appointments at Malcolm Grow. The civilian contractor for Region 1 is Sierra Military Health Services.

### Enrollment

To enroll in TRICARE Prime at Malcolm Grow, all military beneficiaries, including active duty members, need to stop by the TRICARE Service Center located just inside the basement entrance of the facility. Patients transferring their enrollment from another region will complete a TRICARE Enrollment Change Form. It takes approximately ten days to switch enrollment from another TRICARE region. Those enrolling for the first time will complete a TRICARE Enrollment Form. New enrollees, who submit their enrollment form before the 20<sup>th</sup> of the month, will be enrolled effective the first of the next month. Those who submit an enrollment form after the 20<sup>th</sup> will be enrolled on the first day of the second month. It's important to always keep the yellow copy of the enrollment form as proof of enrollment until you are activated in the system.

Our goal is to provide all Prime enrollees the opportunity to select a Primary Care Manager (PCM) team and their "own" personal provider on the team. At Malcolm Grow patient may choose from five PCM teams, described in the following pages. Patients enrolled in TRICARE Prime must use their PCM to coordinate all primary and specialty care medical concerns.

All military beneficiaries, except active duty will receive a TRICARE ID card within two months. TRICARE Prime enrollees may have a free copy of the **Take Care of Yourself textbooks** mailed to their home after presenting their military ID card. Concerns regarding enrollment should be directed to the Malcolm Grow TRICARE Service Center staff at **240-857-2400**.



## Registration

New patients at Malcolm Grow must stop by the TRICARE Service Center and register in our automated patients database, called the Composite Health Care System (CHCS). Once registered, the process for scheduling appointments will be quicker. For more information regarding registration, call 240-857-1241.

## Appointments

TRICARE Prime enrollees can make an appointment at Malcolm Grow by calling the Appointment/Information Line at **1-888-999-1212**, from 6am-6pm, Monday through Friday. If possible, it's best to avoid calling on a Monday, as this is our busiest day of the week.

Patients who become ill after hours should call the Health Care Advice Line at **1-800-308-3518** for non-emergency care. A Registered Nurse will provide basic medical information, which may help resolve the problem until you can call for an appointment in the morning. In an emergency call 911 and go directly to the nearest emergency room. Concerns regarding appointments should be directed to the patient advocate for each PCM team.

The newest way to make routine appointments at Malcolm Grow is to log on to [www.tricareonline.com](http://www.tricareonline.com). Simply register, select a password and book an appointment.



## Medical Examinations

### Preventive Health Assessment (PHA)

PHAs for active duty members are conducted by the member's Primary Care Manager (PCM). Scheduling should be accomplished through the Unit Health Monitor.

### Accession Physical

Flying, Commissioning, DODMERB, and enlistment physicals are scheduled through Public Health by calling (240) 857-5498.

### Overseas Clearance

Active Duty members can walk-in to Public Health, bldg 1075, room 405 on Mon-Wed, and Fri at 0700-1600 hrs. Dependents are processed through Family Advocacy by calling (240) 857-9908.

### School and Sport Physical

Schools and sport physicals for children are performed by the PCM.



## Primary Care Services

Malcolm Grow has established five Primary Care Manager (PCM) teams to provide care to our patients. Each team has approximately ten providers. When enrolling in TRICARE Prime, patients are asked to select one of five PCM teams ( Gold, Silver, Family Practice, Flight Medicine or Pediatrics) and a personal provider on the team:



### Gold Team

Located in building 1043, off Boston Road. Enrolls individuals ages five and above. Providers include family practice physicians, and physician assistants. Pregnant women assigned to the Gold Team may receive their prenatal care in the Family Practice or Women's Health Clinics. If prenatal care is provided by Family Practice, the family must re-enroll to Family Practice. PHONE: 240-857-6823

### Internal Medicine Team

Located in the basement of the hospital in the Internal Medicine hallway. This team enrolls individuals 17 years and above and providers include internists. Individuals with more complicated medical problems such as asthma, diabetes, or cardiac conditions should select this team. PHONE: 240-857-0617

### Pediatrics Team

Located in building 1044, off Boston Road. This team enrolls children from newborns up to age 17 years. Providers include pediatricians and nurse practitioners. Approximately ten pediatric sub-specialists visit the clinic routinely for patient consultation and follow-up. PHONE: 240-857-3988

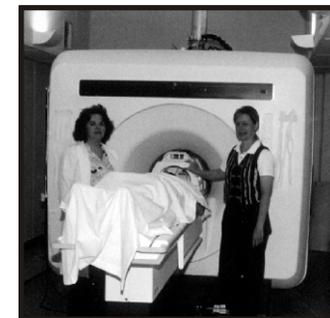


## Diagnostic Imaging Services (Radiology)

Bldg 1050 (Main Radiology)  
Bldg 1046 (MRI)  
Hours: 0730-1630, Monday-Friday  
Phone: (240) 857-2085, Radiology Information/Appointments

Diagnostic Imaging Flight provides services in routine radiography and fluoroscopy, Computed Tomography (CT) and Magnetic Resonance Imaging (MRI) scanning, ultrasound, mammography and nuclear medicine. Referrals are required. Patients may call or walk-in to the main radiology department to schedule appointments.

Magnetic Resonance Imaging (MRI): Bldg 1046, (240)-857-7717



### Laboratory

Location: Bldg 1050, Department of Pathology  
Hours: 0700 - 1700, Monday - Friday  
Phone: (240) 857-6083

The Department of Pathology provides a wide range of diagnostic laboratory support. Most patients are served on a walk-in basis. Only a few tests, such as glucose tolerance, require a scheduled appointment.



## Other Services



### Dental Clinic

Main Dental Clinic: 240-857-2806

Location: Bldg 1601

Hours: 0700-1600, Monday-Friday

Periodic Exams (Active Duty only): 240-857-7560

Sick Call Hours:

Mon Fri, 0700-800 hours

& 1300-1400 hours

Oral and Maxillofacial Surgery Clinic: 240- 857-6036

Complete dental care is authorized for all active duty personnel. All others are highly encouraged to participate in the following dental plans:

TRICARE Dental Program

1-800-866-8499

Retiree Dental Program

1-888-838-8737

## Special Needs Identification and Assignment Process (SNIAP)

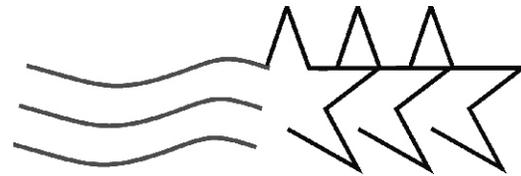
This program was formerly called the Exceptional Family Member Program. SNIAP coordinates services for special needs family members prior to PCS. If you have a family members who needs special assistance contact the Family Member Relocation Clearance Coordinator at 240-858-7503.

### Traveling Out of Area

When traveling out of area (vacationing or moving) Prime enrollees should try to use a military treatment facility. If there are no military facilities available, Prime enrollees may use a civilian provider, for non-emergency care, but must call for authorization before receiving care (1-888-999-1212, option 5). Select the recording for "Out of Area Care". A Customer Service Representative will give you an authorization number and assist you in obtaining care. In an emergency, call 911 and go directly to the closest military or civilian medical facility.

### Claims Concerns

For the most expeditious resolution of claims, contact Sierra at 1-888-999-1212, option 1. If concerns persist, contact a Beneficiary Counselor Assistance Coordinator (BCAC) at the Malcolm Grow TRICARE Service Center, (240) 857-5615/9840.



# TRICARE Northeast



## Ancillary Services



### Pharmacy

Location: Bldg 1050 - **Main Pharmacy (First Floor)**

Hours: 0730 - 1700, Monday Friday

Pharmacy Patient Representative: 240-857-4565

Location: Bldg 1683 - **Satellite Pharmacy (Home Traditions Storefront)**

Hours: 0900 - 1900, Monday - Friday

0900 - 1700, Saturday

Pharmacy Patient Representative: 240-857-8010

**REFILLS:** Call (240) 857-4893, 24 hours a day. All requests for prescription refills must be phoned in advance. Refills phoned in prior to 2100 hours will be available for pick-up at the satellite pharmacy the next day (Mon-Fri) after 0900 hours. Those phoned in after 2100 hours on Thursday will be available on Monday (Tuesday when Monday is a federal holiday).



### Family Practice Team

Located in building 1075. This team enrolls individuals of all ages, however, the entire family must enroll. Providers include family practice physicians and residents along with nurse practitioners. Pregnant women assigned to Family Practice must receive all their prenatal care with this team. PHONE: 240-857-4052

### Flight Medicine Team

This team is located in building 1075 and enrolls active duty members on flying status and their dependents age 5 and over. Providers include flight surgeons and physician assistants. Sick call for active duty members on flying status is held at 0700, Monday-Friday.

PHONE: 240-857-5282



### Emergency Department

The Emergency Room is for emergencies only. The purpose of the Emergency Department is to provide care to patients who are in danger of losing life, limb, or eyesight due to injury or illness. The Emergency Department also provides an ambulance service for emergencies occurring on Andrews AFB. Emergency care is provided 24 hours a day and may be accessed by dialing 911. Patients are treated according to the severity of their illness, not on a first come, first served basis.



## Tri-Service Recovery Center (SARC)

The Tri-Service Addiction Recovery Center, a function of the Malcolm Grow Medical Center Addiction Services Element, is a nonresidential addiction treatment service. The interdisciplinary staff consists of psychiatrists, nurses, social workers, certified counselors, mental health technicians, and other ancillary services. We provide treatment to active duty service members, retirees, and DOD family members who have substance abuse/dependence and or gambling or other addiction diagnoses. Our goal is to place patients in the appropriate level of care, to match the appropriate type and intensity of services to the individuals' needs, and to prepare the patient to successfully engage the next lower level of care available in the patients' local area. For more information about our program, please contact Judy Schauf in our Intake Office at (240) 857-3758 or DSN 857-3758.

### Women's Health Clinic

The Women's Health Clinic offers obstetrical and gynecological health care to adolescent, adult and geriatric women. Health care providers include OB/GYN physicians, women's health care nurse practitioners, family practice residents, and a medical nurse practitioner. We have an extensive OB/GYN teaching program for residents, physician assistants and medical students who are supervised by credentialed providers. PHONE: 857-5868

Patients transferring their prenatal care from another location should call the OB Clinic at 240-857-5868 and bring any prenatal records from the previous military treatment facility to the first appointment. Register at Patient Registration and report to the OB Clinic to establish a new prenatal record.



## Specialty Services

The following specialty clinics are available at Malcolm Grow. To contact these clinics directly call 240-857- (plus four digit extension listed below). For additional assistance with locating a clinic contact the Hospital Information Desk at 240-857-5911. To be seen by these clinics, you must first have a referral from your assigned Primary Care Manger.

### Medicine Clinics

Allergy/Immunization	7427	Infectious Diseases	0617
Audiology	4928	Internal Medicine	0617
Behavioral Medicine	8942	Life Skills Support Center	7186
Cardiopulmonary	2011/7428	Nutritional Medicine	3901
Dermatology	7497	Occupational Therapy	8008
Endocrinology	0617	Podiatry	5995
Gastroenterology	7491	Rheumatology	0617
Hematology/Oncology	2706		

### Surgery Clinics

Eye, Ear, Nose & Throat	4928	Thoracic/Vascular	3083
Ophthalmology	4928	Wound Follow-up	3083
Urology	6048	General Surgery	3083
Plastic	3083	Women's Surgical	5868
Orthopedic Surgery	5995	Physical Therapy	4074

# Malcolm Grow Medical Center



## OUTPATIENT INFORMATION GUIDE

January 2003





## Billing Services

Third Party Collections Program  
Bldg 1050, Room FB-14  
Hours: 0700-1700, Mon-Fri

Medical Services Account  
Bldg R56  
Hours: 0730-1700, Mon-Fri

The Consolidated Omnibus Budget Reconciliation Act of 1986 established the Third Party Collections Program (TCP) for all military medical treatment facilities (MTFs). Under this program, MTFs are authorized and mandated to bill health insurance carriers (e.g., Blue Cross, Mail Handlers, etc.) for the cost of medical care furnished to retirees and dependents who are covered by a private health insurance policy.

Consequently, the 89th Medical Group needs your medical insurance information. All patients will be asked to complete and sign a DD Form 2569 indicating whether they have private health insurance. You may be asked if there are changes to your insurance coverage each time you visit one of our clinics. Your cooperation will be greatly appreciated to help us maintain accurate medical insurance information.

The good news is that when the 89th Medical Group sends a bill to your insurance company, the balance of your deductible is subtracted by the insurance company--we are reimbursed the difference and you do not have to pay that portion of your deductible. For patients who have a health plan with an annual deductible and require future care in a civilian facility, this represents a significant savings.

The Medical Services Account (MSA) office bills and collects monies from DoD beneficiaries, as well as other personnel authorized treatment in a MTF and civilian emergency patients, for items such as subsistence (food service) and/or medical services received during their episode of care. *All inpatient beneficiaries must settle their account prior to leaving the MTF upon discharge.* Additionally, payment for any elective or cosmetic procedure must be paid to the MSA office in advance of the procedure. The clinic appointment clerk will require proof of payment prior to the final scheduling of your elective or cosmetic procedure.

All monies received through these two important programs (TCP and MSA) become a part of the 89th Medical Group's budget. This helps us provide you with state-of-the-art health care now and in the future for all beneficiaries. For more information, please call TCP at (240) 857-8360 or MSA at (240) 857-8368.