

Dunham US Army Health Clinic Update; 1 Dec 11

Greetings! Here is a quick Top 12 update on some pertinent clinic and military healthcare issues.

- 1. Flu Vaccination Update:** We provided more than 5,690 vaccinations so far. If you still need one, visit Dunham during the following periods: Monday – Wednesday, Friday: 0730-1130 and 1300-1600 Thursday: 0730-1130. Receive the flu vaccine by 10 December in order to have the option of a nasal vaccination opposed to only the injectable vaccine. The deadline for all military was 1 Dec 11.
- 2. Inclement Weather:** Call 245-3700 for closures/delays due to severe weather. We may open earlier, or when other Carlisle Barracks facilities are not. We will also send Tweets and post on our Facebook.
- 3. Holiday Update:** Christmas and New Years Clinic closures: We are closed 26 Dec and 2 Jan for federal training holidays and 23 and 30 Dec for training holidays. Our Tuesday evening clinic is cancelled on 20 and 27 Dec, but we are open on Thursday afternoon 22 and 29 Dec.
- 4. Appointment Center Hours Change:** Dunham improved your access to care by opening our Appointment Center one hour earlier starting November 7th. Our new hours are 0630 to 1630 Monday, Tuesday, Wednesday and Friday; and Thursday from 0630 to 1200. They will remain in effect until further notice.
- 5. Open Enrollment:** We are accepting new TRICARE Prime patients at Carlisle Barracks, Fillmore Army Health Clinic (FAHC), New Cumberland and Fort Indiantown Gap (FIG), to include TRICARE Plus at FAHC and FIG. AD and their eligible family members can enroll free; Retired servicemembers and their eligible family members can enroll for only \$260 for one person or \$560 for two or more annually. For more info, visit the Dunham TRICARE Service Center, Heath Net Federal Services' web page at www.hnfs.com, or call 877-TRICARE.
- 6. TRICARE Young Adult (TYA) Prime:** On January 1, 2012, the TYA Prime program will start for eligible young adult dependants. TYA allows adult children under 26 to purchase TRICARE coverage after eligibility for "regular" TRICARE coverage ends. They can apply for TYA Prime beginning December 1, 2011. To be eligible by January 1, 2012, enrollments must be received by December 20, 2011. For more information stop by the TRICARE Service Center at Dunham US Army Health Clinic, call 877-TRICARE. www.tricare.mil/tya/.
- 7. Pharmacy Home Delivery:** With the new co-payment structure, you can receive a 90-day supply of your formulary generic medications **FREE**, and the convenience of maintenance medications delivered to your home eliminating trips to the retail or military pharmacy. It's easy to get started, and on December 14th and 21st from 0900- 1500 assistance we will be available to help you sign up and start using HOME DELIVERY. If you are unable to attend you can visit www.express-scripts.com/TRICARE (click on the pill bottle) or call 877-262-3390 and an Express Scripts representative will help you by working with your doctor to transfer your maintenance medications to Home Delivery.
- 8. Secure Patient to Provider Messaging:** Dunham was selected to start Relay Health, which allows patients and providers to securely exchange messages. Options include: Administrative Messaging (Note to Office, Appointments Request and Reminder, Referral Request, Rx Renewal Request, Lab Tests: Request and Result Delivery), Clinical Messaging (Note to Provider, Structured WebVisit, Template Management for Patient Messaging) and Broadcast messaging (Flu Shots/MTF Closures, Reminder Messaging, Patient Education Library). Relay Health is for NON URGENT communications. This service will start next year.
- 9. Population Health:** We remind patients who are, or appear to be, overdue for preventive health screenings. Currently we have 304 women who need their pap smears and 423 women who need their mammograms. If you need one, book it with TRICARE Online or by calling 245-3400; for mammograms please call 245-3143 to schedule an appointment here in the clinic. If you had any wellness care outside our clinic, to include lab tests for diabetics, contact dunhampophealth@us.army.mil or call Population Health at 245-4285 so we can update your records.

10. **TRICARE Online (TOL) Updates:** You can now request e-mail and text reminders for your appointments and view and see all appointments booked, regardless of how they were booked. TOL also lets you see your lab and radiology results, previous appointment history, and refill your prescriptions. www.tricareonline.com

11. **Army Provider Level Satisfaction Survey (APLSS):** The surveys are new and improved. You can again complete them online, or mail them in. Please complete any surveys you receive. For immediate feedback call our Patient Advocate at 717-245-3911 or e-mail: dunham.clinic@us.army.mil

12. **Patient Centered Medical Home (PCMH):** Dr. Luttermoser, Dr. Miller, and their teams started a better type of visit. Their nurses now screen and stay so they can concentrate on the medical part, instead of the Electronic Health Record. To shape your care, call 245-3326 to volunteer for our PCMH Council which meets the 3rd Thursday monthly.

Ask the Commander Question: I called your appointment line recently and after being on hold for 20 minutes, I was cut off and had to dial back again. What do I do when this happens? **Answer:** We are sorry for the wait and the disconnection. If you experience system issues with our appointment line, please call our Clinical Support Branch Chief at 717-245-3933 or e-mail: dunham.clinic@us.army.mil. Malfunctions like this are random and if we are informed, we troubleshoot them with the system contractor and apply fixes. Occasionally our wait exceeds your expectations, and if you have internet access, TOL is available 24/7 and can usually meet your needs.

Bonus: 10 Healthy Holiday Party Tips:

- Offer zero- and lower-calorie drinks
- Serve fruit and vegetable trays
- Keep dips and spreads as light as possible
- Look for ways to add beans to your dishes
- Serve whole grains or whole-grain blends
- Serve lean meats and fish
- Dish up lighter (or littler) desserts
- Encourage physical activity
- Offer light condiments on the buffet
- Have an appetizer and dessert party or a dinner/buffet party

Want more info? Like us on Facebook www.facebook.com/dusahc ; sign up for us on Twitter: @dunhamhealth; visit us at <http://dunham.narmc.amedd.army.mil>,

To your best health,
The Dunham Team

POC:

LTC Charles L. Unruh

DCA, Dunham Army Health Clinic

Carlisle Barracks, PA 17013-5086

COMM: 717-245-3402

BB: 717-701-1453

E-Mail: charles.unruh@us.army.mil