

Dunham US Army Health Clinic Update; 4 Jan 12

Happy New Year! Here is a quick Top 10 update on some pertinent clinic and military healthcare issues.

1. **Inclement Weather:** Call 717-245-3700 for closures/delays due to severe weather. We may open earlier, or when other Carlisle Barracks facilities are not. We will also send Tweets (@dunhamhealth) and post on our Facebook.

2. **Patient Satisfaction Surveys:** Go here <http://www.surveymonkey.com/s/DunhamAHC> to provide feedback on our services, hours, and much more. We will use your comments as part of our strategic planning. Please continue to complete any Army Provider Level Satisfaction Surveys (APLSS) you receive since they compare us against all other Army clinics and hospitals, and reward us financially for doing well. For immediate feedback call our Patient Advocate at 717-245-3911 or e-mail: dunham.clinic@us.army.mil

3. **Dr. MLK Jr. Clinic Closure:** We are closed 16 January for a Federal Holiday, but open Friday, 13 Jan.

4. **Appointment Center Hours Change:** Our new improved call center hours are 0630-1630 Monday, Tuesday, Wednesday and Friday; and Thursday 0630-1200. These are working great and in effect until further notice.

5. **Open Enrollment:** We are seeking new TRICARE Prime patients at Carlisle Barracks, Fillmore Army Health Clinic (FAHC) in New Cumberland, PA and Fort Indiantown Gap (FIG), to include TRICARE Plus at FAHC and FIG. AD and eligible family members enroll free; Retired servicemembers and eligible family members enroll for only \$260 for one person or \$520 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. **Secure Patient to Provider Messaging:** Dunham will start Relay Health in the near future, which allows patients and providers to securely exchange **non-urgent** messages. Options include: Administrative Messaging (Note to Office, Appointment Requests and Reminders, Referral and Rx Renewal Requests, Lab Tests: Request and Result Delivery), Clinical Messaging (Note to Provider, WebVisit, Template Management Messaging) and Broadcast messaging (Flu Shots, MTF Closures, Reminders, Patient Education Library).

7. **Pharmacy Home Delivery:** You can now 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 January 18th from 1000-1400 at Dunham and 13th and 25th at Fillmore we will help you sign up and start using HOME DELIVERY. If you can't attend you can visit www.express-scripts.com/TRICARE (click on the pill bottle), call 877-262-3390 and an Express Scripts representative will work with your doctor to transfer your maintenance medications to Home Delivery, or ask our staff for the easy to follow Home Delivery tri-fold.

8. **Population Health:** Start the year off right. If you need a well woman exam, book with TRICARE Online or by calling 245-3400; for mammograms please call 245-3143 or visit Radiology 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.

9. **TRICARE Young Adult (TYA) Prime:** On January 1, 2012, the TYA Prime program started 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/.

10. **Flu Vaccination Update:** Peak season is right around the corner. We provided more than 6,100 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. The deadline for all military was 1 Dec 11.

Ask the Commander Question: What if I Have an Emergency? Or Dunham is closed and I Don't Feel Well?
Answer:

If you have an emergency, "a sudden illness or injury that if not treated immediately could result in death, long-term impairment or serious jeopardy to your health," **call 911 or go to an Emergency Room. You do not need to call your PCM before receiving emergency care.** In all emergency situations where you go to an ER, notify your PCM as soon as possible to coordinate ongoing care.

For minor illnesses or injuries after Dunham is closed call you can call (717) 245-4047 to speak with the on-call PCM – Primary Care Manager. The on-call PCM can help you decide if you should go to an Urgent Care Clinic (UCC) or wait until Dunham reopens to see a healthcare provider. If you decide to go to an UCC be sure the on-call PCM knows so a referral for that visit can be entered into your Electronic Health Record. Health Net Federal Services, our TRICARE partner, has developed relationships with several local Urgent Care Clinics that are listed here:

Bonus: 10 Sure Ways to Keep Your New Year's Resolutions

- **Keep your resolutions simple.**
- **Choose carefully.**
- **Be realistic.**
- **Create bite-sized portions.**
- **Plan a time-frame.**
- **Make notes.**
- **Treat yourself.**
- **Receive support.**
- **Don't give up!**
- **Put yourself in charge.**

Source: <http://psychcentral.com/lib/2005/10-sure-ways-to-keep-your-new-years-resolutions/>

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To your best health,
The Dunham Team

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