

Greetings! Here is a quick Top 11 update on the hot clinic and military healthcare issues.

1. Army Wellness Center: We have started Population Wellness Profiles for the CY12 USAWC class and are making great progress to establish a permanent wellness and fitness program for all Dunham patients. The intent of our program is to provide Weight Management classes, Healthy Nutrition courses, Fitness Assessments and Stress Management.

2. Nutrition: March is National Nutrition Month. We will support your efforts to make a positive nutritional change. Visit <http://www.eatright.org/Public/> or check our social media for some great tips from very reputable sources.

3. Brain Injury Awareness: March is also Brain Injury Awareness month and we will have the following educational events: visits to several local school districts to educate coaches, parents, and student athletes about concussion; educate parents of athletes involved in garrison sports programs about concussion. For military TBI info, visit the Defense and Veterans Brain Injury Center at www.dvbic.org. It serves active duty military, their dependents and veterans with traumatic brain injury (TBI) through medical care, clinical research and educational programs.

4. Population Health: Great news. Our new Population Health Nurse, Dee Connelly, starts on 12 March and will lead our program. Contact Dee at dunhampophealth@us.army.mil or 245-4285 for any diabetes, obesity, or cancer screening questions. If you are overdue, expect to hear from her soon.

5. TeleDerm: Dunham started Teledermatology last month and it has worked very well so far to provide extremely fast feedback from a Walter Reed Dermatologist. To take advantage of TeleDerm, please schedule an appointment with your PCM to discuss any skin conditions.

6. PCM Loss: We are currently interviewing for a Physician Assistant or Family Medicine Physician to replace Mrs. Karen Ware, one of our PCM's, who left last month. The three other Grey team providers are seeing her enrolled patients until we hire a replacement.

7. No-Shows: Please be a Show, or contact us if you cannot keep a scheduled appointment. In January alone 5.5% or 226 of our patients no-showed, resulting in a loss of approximately \$18,080. There are 4 easy ways to cancel an appointment: Call our Appointment Line 717-245-3400, choose Option 2, and talk to an agent or leave a message (after hours); cancel the appointment when the Appointment Reminder System calls; e-mail full name, DOB, and contact number to dunham.clinic@us.army.mil; cancel through www.tricareonline.com.

8. Open Enrollment: We have limited openings for new TRICARE Prime patients at Carlisle Barracks, Fillmore Army Health Clinic (FAHC), New Cumberland and FIG, to include TRICARE Plus at FAHC at 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.

9. Secure Patient to Provider Messaging: Do you want to securely exchange messages with your provider and their staff? Relay Health offers administrative and clinical messaging, referral and Rx renewal request, lab test request and result delivery, clinical and broadcast messaging. Relay Health is for NON URGENT communications, and we will launch in the next couple months.

10. Pharmacy Home Delivery: 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. Just visit www.express-scripts.com/TRICARE (click on the pill bottle), call 877-262-3390 and an Express Scripts representative will help transfer your maintenance medications to Home Delivery, or ask our staff for the easy to follow Home Delivery tri-fold.

11. Patient Satisfaction Surveys: Visit here <http://www.surveymonkey.com/s/DunhamAHC> to provide feedback on our services, hours, and much more. We will use your comments to help shape our hours and

services. For immediate feedback contact our Patient Advocate at 717-245-3911 or e-mail dunham.clinic@us.army.mil

Ask the Dunham Commander Question: I am PCSing overseas. Why do I need an EFMP screening if my child doesn't have any medical problems?

The Exceptional Family Member Program (EFMP) is a required DOD program to ensure the health services at the new duty station are appropriate for all incoming service member's families. To expedite screening for family members not currently enrolled or those PCSing overseas, please make an appointment to see Tammy Knepper (717-245-4574/3400 or tammy.knepper@amedd.army.mil).

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To your best health,
The Dunham Team

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