



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
RODRIGUEZ ARMY HEALTH CLINIC
Building 21, Chrisman Road
FORT BUCHANAN, PUERTO RICO 00934-3400

MCHF-HC-PR

1 October 2015

Dear Sir or Ma'am,

The professional staff of the Rodriguez Army Health Clinic and I are honored to serve you. We are trained and ready force, we deliver high-quality, patient-centered healthcare, always committed to your safety and satisfaction. Our goal is to be the Army's premier Patient Centered Medical Home inspiring life-long positive changes in your health. Visit us at:

Facebook: <https://www.facebook.com/RodriguezArmyHealthClinic>

Main Health Clinic Telephone Appointment Line: 787-707-4393 DSN: 740-4392

Tricareonline.com: Sign up to make an easy online appointment.

RelayHealth.com: Sign up to request online prescription refills, get lab results, etc.

National Suicide Prevention Lifeline (24-hour): 1-800-273-TALK (8255)

Sexual Assault Hotline (24-hour): 787-406-4222

<http://www.buchanan.army.mil/sharp/sharp.html>

Medical and Psychiatric Emergencies and/or Medical Advice

For medical emergencies (life, limb, or eyesight) on post, dial **5911** and for medical emergencies off post, dial **911**. If you require medical advice about non emergent conditions, please call during afterhours **TRICARE Overseas Program (International SOS Inc.) Medical Assistance +1-215-942-8320**; follow the prompts and the nurse will direct you to the appropriate level of care.

Our Buildings

Building 21,

- **Health Clinic:** Primary Care for Service Members and Family Members 5 years old and older.

- **Administration:** Command Suite, Exceptional Family Member Program, Medical Benefits

Counseling/Debt Collection Assistance, Clinical Nurse, Patient Liaison Services, Network Healthcare Referral Management.

- **Extended Care Services:** Preventive Health Assessment, Occupational and Environmental Health, Laboratory, Immunizations.

- **Behavioral Health Clinic (BH):** Family Advocacy Program (FAP), Psychiatric Services, Social Worker, and Clinical Psychology.

Building 228,

Education and Developmental Intervention Services (EDIS)

What is a Patient Centered Medical Home (PCMH)?

The PCMH is a primary care clinic with hours of operations from Monday through Friday from 07:00 to 16:00, except the last Friday of every month that we work until 1130, with a cultivated partnership between the Patient, Family, and Primary Care Manager (PCM) Core Teams that deliver healthcare using the whole-person concept, coordinating and integrating evidence-based primary, specialty, and wellness/preventative care in a comprehensive plan process customized to your unique needs. You are assigned to a PCM Core Team consisting of your Primary Care Manager (PCM), a Registered Nurse (RN), and a Licensed Practical Nurse (LPN).

MCHF-HC-PR

Subject: Patient Welcome Letter

Our Promise to You

As your healthcare team, we promise to listen to you and explain your options. We will help you make the best decisions for your health and respect the decisions you make. We will explain tests and results with you and provide you a visit summary as well as a list of current medications, making sure you understand everything about your health. Every staff member (from receptionist to provider) will remain respectful, professional, and keep your information confidential. By fulfilling our promise and meeting your health needs, we will do our best to ensure you live a healthy and long life.

What is a Primary Care Manager (PCM)?

A Primary Care Manager (PCM) is a Physician who serves as your medical provider and the leader of your PCM Core Team. Your PCM and PCM Core Team help you identify and achieve realistic health goals and are responsible for organizing, coordinating, communicating and monitoring your healthcare across multiple settings with specialty providers and/or support clinics.

Why is Continuity of Care so Important?

Seeing the same PCM Core Team at every visit is important as over time it establishes your patient-provider relationship, the cornerstone of patient centered healthcare. This eliminates the need to explain your medical issue/ history over and over again and affords your team more time to understand your health needs, cultural traditions, personal preferences, values, family situation, and lifestyle that will lead to more effective prevention, diagnoses, and treatment.

Appointment Types and Access to Care Standards

When you call for an appointment, sharing the reason (or possible diagnosis) with us will ensure you obtain the right type of appointment so you and your provider will have enough time to discuss your concerns, diagnosis, and treatment plan. To update information, advance through the screening process, and spend maximum time with your provider, **please arrive fifteen minutes prior to your scheduled appointment.** We fully understand that things happen, but in the unfortunate event you arrive late, my staff must assess current patient demands and programmed staffing levels and if required, reschedule or abbreviate your appointment to eliminate disruptions for scheduled patients. If for some reason you cannot keep your scheduled appointment, please call and cancel 24 hours in advance. **Please remember that "no-shows" degrade overall access to care, waste valuable resources, and deprive others of timely appointments.**

- **Acute care (within 24 hours)** appointments are reserved for non-emergent care. Examples of acute illnesses are: fevers; coughs; difficulty breathing; difficulty urinating; abdominal pain; pelvic pain; nausea or vomiting. Acute injuries would be a sprained ankle; a possible broken hand; or an open wound.
- **Future care (within 7 calendar days)** appointments are for patients who require a visit with their Primary Care Manager for a healthcare problem that is not considered urgent (back ache, sore shoulder, knee pain, etc.).
- **Wellness care (within 28 calendar days)** appointments are for patients who require a visit for a wellness/ preventive health concern or for an initial visit for all newly empaneled patients.

MCHF-HC-PR

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Our Business Model has Changed to better serve you... the PCMH Model is Not a "Walk-in" Clinic

For many years the Army has operated on a "walk-in" basis for routine healthcare; however since we have adopted new business practices that promote more positive outcomes (and since our clinic is staffed to meet "access to care" standards for >1,500 enrolled beneficiaries), **"walk-in" appointments are highly discouraged.** Excessive "walk-ins" often disrupt your PCM continuity of care and since our daily demands are often high, we cannot guarantee a same day appointment. On average, we book 18-21 daily appointments for each provider so if we continuously accept routine (non-acute) "walk-in" patients we create a backlog which negatively affects scheduled patients. Nevertheless, we do offer same day appointments/sick call from 0700 to 0900 from Active Duty Service Members and Active Duty Family Members, but spaces are limited. **In case of a true emergency, contact emergency medical services at 5911 (on post) or 911 (off post) or drive to the nearest emergency room.**

Maximizing Your Appointment

As our patient, please allow plenty of time to get to your appointment and avoid being late. **If you are late (and will negatively impact other appointments), we will help you reschedule with your PCM later in the day (if available) or at the first opportunity.** We encourage you to arrive at least fifteen minutes prior to your appointment (30 minutes prior for initial behavioral health appointments), to bring a written list of all medications you are currently taking, and to prepare a written list of questions you may want to ask during your visit.

TRICARE Online and Relay Health (Secure Messaging)

To schedule an appointment online, access personal health data, obtain a pharmacy prescription refill, and communicate via secure email with your provider and PCM Core Team, please enroll in "TRICARE Online" at tricareonline.com and "Relay Health" at relayhealth.com where **you can do everything without a single phone call.** We have access points in our Clinic and my staff is eager to assist you with the enrollment process.

Army Provider Level Satisfaction Survey (APLSS)

After your patient visit, you might receive an Army Provider Level Satisfaction Survey (APLSS) by email or regular postal mail within two to three weeks. These surveys are very important because when completed and returned, it provides an assessment of the clinic, the primary care provider and PCM Core Team, and your overall patient experience. **Positive answers (completely satisfied, very good, and/or excellent) generate revenue -\$\$- that used to improve the clinic and improve your healthcare.** If we fail to provide excellent service, please ask for a senior leader prior to your departure – together we will make your visit a success!

Sleep – Activity – Nutrition is the "Performance TRIAD"

All patients can positively impact their health by investing in Sleep, Activity, and Nutrition. Adequate sleep, daily and sustained exercise, and proper nutrition optimize health, performance, and resilience. If you invest in these factors, I promise you a positive life change and improved health, which means fewer visits to our clinic.

Thank you again for the opportunity to address your healthcare needs.

"Serving to Heal...Honored to Serve!"



DAVID L. SLONIKER
Lieutenant Colonel
Commander, Rodriguez AHC