

What do I ask at my appointment and what do I bring?

- Bring your medication card and insurance card with you to your appointment.
- Be sure to give the staff an up-to-date phone contact so we can reach you.
- Make a list of questions you want to ask your Provider. Put them in order of importance.
- During your appointment explain your symptoms and what self treatment you have tried.
- Tell your Provider team what medications you need refills on and if you are having any problems with your medications.
- Tell your Provider if you may have problems following your treatment instructions.
- If you want to bring a family member or support person to your appointment we encourage you to do so.
- Ask about your team and how you can reach them.
- Be sure to get your post-appointment checklist before leaving the clinic and schedule your follow-up appointment.

Questions to ask?

What are the top questions you would like to ask your Provider team today? List them here.

1. _____

2. _____

3. _____

4. _____

5. _____

After your appointment

- Follow your Provider's instructions
- Clarify with Provider team if you do not understand your instructions or if you have questions.
- Talk to your Provider or Clinical Pharmacist before discontinuing your medication.
- Call your Provider team if your symptoms get worse.

We are here to serve you. After your appointment you may receive a survey in the mail. Please take the time to fill it out. If there is something we can do to better assist you please inform your team members before you leave so we can provide improved service in the future.

WELCOME TO
YOUR PATIENT
CENTERED
MEDICAL HOME



REYNOLDS
ARMY
COMMUNITY
HOSPITAL

4301 WILSON STREET
LAWTON, OKLAHOMA

Military Families are Unique

Every few years you uproot, move to an unfamiliar location, make new ties, and learn how to navigate a new healthcare system. Army Medical Homes are now using the Patient-Centered Medical Home (PCMH) concept designed to deliver a common experience of care that makes navigation of our healthcare system easier and more consistent as you move with the Army.

What is a Patient-Centered Medical Home?

In the PCMH model each patient partners with a team of healthcare providers – physicians, nurses, behavioral health professionals, pharmacists, and others – to develop a comprehensive, personal healthcare plan. That healthcare team works with each patient over time to take care of health issues as they arise, ensure delivery of prevention screening and services, treatment of acute and chronic conditions, and promote a spirit of health, wellness and trust.

You will be an active partner in coordination, communication, and decision-making - you are the center of your own personal healthcare team.

YOU
ARE THE MOST
IMPORTANT MEMBER OF YOUR TEAM!

Why use the PCMH Model?

Improved access to healthcare
More availability for same-day appointments
Patients and their team are more engaged
Healthcare needs are projected & coordinated
Reduces healthcare costs
Increases patient and provider satisfaction

Care Teams might include:

Physicians/ PA's/ NP's
Registered Nurses
Licensed Practical Nurses
Case Managers
Medical Support Assistants
Pharmacists
Behavioral Health Professionals

YOUR TEAM

“Care delivered by primary care providers in a Patient-Centered Medical Home is consistently associated with better outcomes, reduced mortality, fewer preventable hospital admissions for patients with chronic diseases, lower utilization improved patient compliance with recommended care, and lower medical spending.”

Source: <http://www.pcpcc.net/content/evidence-quality>

How to Access Your Healthcare

Make Same-Day and Routine Appointments online at TRICARE Online (TOL)

Call 558-2000 to make an appointment or leave a message for your team

Call 558-2000 to request medication refills, lab results, etc.

If there are no appointments available call 558-2000 and a medical support assistant will generate a telephone consultation. You will be called within 2 hours for same-day appointment requests and within 24 hours for other issues.

TRICARE Online (TOL)

Appointing— allows you to schedule, view, and cancel Primary Care appointments.
Rx Refill—refill a prescription, check the status of your prescriptions
TOL is available 24 hours a day, 7 days a week—use at your convenience. Register at www.tricareonline.com

Secure Messaging is a protected online service that gives you another way to communicate with your team. You can avoid unnecessary trips to the clinic by contacting your team and receiving an answer within 24 hrs. You can request appointments, get lab results, and renew medications. Anyone on your team can get you registered today!

After Hours Assistance—call 558-2000

- Press 2 to cancel an appointment
- Press 3 to reach the on-call physician
- Press 4 for Humana Military assistance in locating an out of area provider
- In an emergency dial 911