



ARMY MEDICINE
Serving To Heal...Honored To Serve

New Patient Orientation

REYNOLDS ARMY COMMUNITY HOSPITAL

Unclassified



Welcome!



INTENT:

- Inform you and your family members about the services, at Reynolds Army Community Hospital (RACH)
- Teach you about the Patient/Soldier Centered Medical Homes (PCMH/SCMH)
- Improve the quality and experience of your health care
- Educate and empower you to be an active participant in your healthcare



TRICARE SOUTH



TRICARE Regions



TRICARE South
1-800-444-5445



Reynolds Army Community Hospital



RACH



4301 Wilson Street
Fort Sill, OK 73503

580-558-2800/2801



MISSION/VISION



Mission

“Partnering with You to Provide a Premier Healthcare Experience”

Vision

“To be Your Premier System for Health”

“Serving to Heal...Honored to Serve”



RACH FACTS



- A leading Military Treatment Facility within the Southern Regional Medical Command
- Committed to delivering patient-focused, high quality care
- Supports over 50,000 beneficiaries
- At the forefront of Patient-Centered Medicine
- Fully accredited by The Joint Commission (TJC)
- Promotes 'System for Health'

- Interactive Customer Evaluation (ICE)

<http://ice.disa.mil>



- Army Provider Level Satisfaction Survey (APLSS)

Surveys sent to your home or AKO e-mail



- Patient Advocate – Mr. Acker at 558-2390

usarmy.sill.medcom-rach.mbx.patient-rep@mail.mil



PATIENT FEEDBACK



- Please answer all **APLSS** surveys :
COMPLETELY and HONESTLY
- Each APLSS survey can earn up to **\$900** for our facility
- For 2013, your completed surveys gave us a 93% overall visit satisfaction rate.
- RACH received over \$2 million dollars to pay for additional personnel, supplies, and other items.

Extra funding helps us to increase and improve the services we offer you. You can Help!



PATIENT ADVISORY COUNCIL



- Facilitates discussion between patients, administrative staff and healthcare professionals on the care and services at RACH
- Works as a team to determine ways to improve the patient's experience

Meets on the 2nd Thursday of the month at 1300
Patients are encouraged to join us!

POC: Angela Dixon, RN, MSN,
580-558-8270





GETTING CARE AT RACH



THERE ARE 3 THINGS YOU MUST DO BEFORE OBTAINING MEDICAL CARE AT REYNOLDS

- > First, you must update your status in DEERS (Defense Enrollment Eligibility Reporting System) at Bldg 4700.
- > Second, you must register at RACH's Admission & Disposition section, if not already done on day 1 by the sponsor.
- > Third, you must enroll in TRICARE Prime or transfer your current enrollment to Fort Sill (Tricare South 1-800-444-5445).

Once you are enrolled in TRICARE you will receive a letter with the name of your Primary Care Manager (PCM). Then you will be assigned to one of the following teams: **Courage**, **Integrity**, **Honor**, **Service**, **Loyalty**, **Respect**, **Pediatrics**, Internal Medicine or **Fires Center**.



NO EMERGENCY ROOM AT RACH



On 1 July 2014

RACH Emergency Room Services transitioned to
Urgent Care (UC) Services

**THE URGENT CARE IS NOT AN EMERGENCY
ROOM AND CANNOT TREAT EMERGENCIES.**

For all emergencies, call 911 or proceed to the nearest emergency room – either Comanche County Memorial Hospital or Southwestern Medical Center.



RACH Urgent Care



- The Urgent Care at RACH is currently open 24 hours a day, 7 days a week, 365 days a year.
- The Urgent Care is designed to address non-emergent medical needs when a Primary Care appointment is not available.
- The Urgent Care **IS NOT** a substitute for a Primary Care Manager (PCM) and **IS NOT** a substitute for a soldier's normal sick call.
- If an appointment is available with your PCM, you may be sent to that appointment instead of being seen at the Urgent Care.



NURSE ADVICE LINE



Call 1-800-TRICARE (874-2273); Option 1
24 hours a day, 7 days a week

For Assistance with Urgent Care Situations – Call the Nurse Advice Line

The Nurse Advice Line (NAL) consists of a team of registered nurses who are available to answer a variety of urgent healthcare questions. The NAL provides TRICARE beneficiaries with health care advice or same-day appointments for urgent health problems. Call the Advice Line at **1-800-874-2273 (option 1)** for assistance.

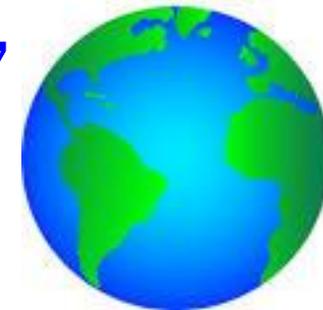


PATIENT AND SOLDIER CENTERED MEDICAL HOMES



This new model of care has been implemented across the Army

'You are the Center of your Care'



Goals:

- Patients take an active role in their care.
- Access to a healthcare team – Primary Care Manager (Physician, Nurse Practitioner, Physician Assistant), Nurses, Medics, Social Workers, Clinical Pharmacists, Nurse Case Managers, Medical Support Assistants.
- Continuity of Care



BEHAVIORAL HEALTH



- Work closely with your PCM on behavioral health issues, chronic disease management, and overall wellness.
- “Health Coaches”
- Short-term, goal-focused therapy
- Your PCM can make referrals to other mental health specialists as needed
- Coordinate attendance at additional classes, such as the Anger Management and Intimacy/Relationship Classes which will be discussed later

If you are having suicidal or homicidal thoughts, call 911
or go to the nearest Emergency Department



CLINICAL PHARMACISTS



- Pharmacists with special training in clinical medicine
- Follow all uncontrolled diabetics closely through cooperation with your PCM
- Can help with medication teaching (including insulin, asthma medications, and injectable medications)
- Can assist patients that are on multiple medications paying special attention to medication interactions



PERFORMANCE TRIAD



PERFORMANCE TRIAD



3 Pillars of the TRIAD

SLEEP-**A**CTIVITY-**N**UTRITION



- ❖ Get quality SLEEP
- ❖ Engage in physical ACTIVITY
- ❖ Improve NUTRITION



HOSPITAL HOURS/CLOSURES



Hours: Most clinics are open from 0730–1630
Monday - Friday

Federal Holidays: Clinics & Pharmacies are closed/UCC open

Training Holidays: Primary Care Clinics offer acute access/UCC open

Inclement Weather: RACH follows Fort Sill guidance for closing

❖ Please watch local news, FCOE website or Facebook

RACH Events: Organization Day & Holiday Gala –

❖ Reduced hours will be announced well in advance



ACCESS TO CARE



- Secure Messaging/Relay Health
<https://app.relayhealth.com>



- TRICARE Online
www.tricareonline.com



Access appointments, prescription refill, Blue Button, and other health care information for TRICARE beneficiaries who receive care at a military hospital or clinic.

- Appointment Call Center
580-558-2000





SECURE MESSAGING BY RELAY HEALTH



With Secure Messaging you can:

- Request prescription renewals
- Receive test and laboratory results
- Request appointments and referrals
- Consult with your medical team regarding non-urgent health matters
- Avoid unnecessary office visits and telephone calls

\$1 Return



You will receive a response from your Healthcare team within 24 hours of initiating a secure message.



TRICARE online.com

TRICARE ONLINE (TOL)



\$5 Return

- http://youtu.be/CW3rK_IXxRY
- Schedule and cancel appointments for you and your family
- Refill and check the status of prescriptions
- View or download your personal health data
- Change your PCM
- Receive e-mail and text message appointment reminders



APPOINTMENT CALL CENTER



558-2000

Monday – Friday 0730-1600

Medical Service Assistants will assist you with scheduling or canceling an appointment

When appointments are not available with your primary care manager a telephone consultation can be sent to your team nurse and you will be contacted within 24 hours or you can send a direct message to your provider-nurse team via secure messaging.

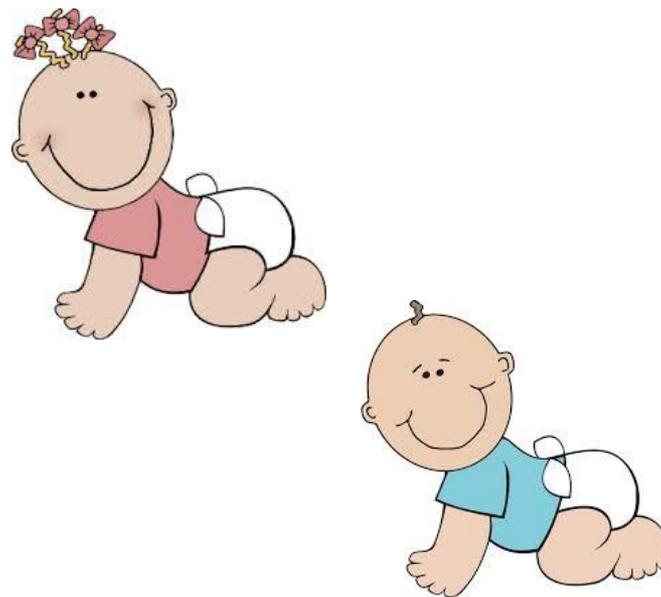
WELL CHILD APPOINTMENTS

The Goal

For children to have 6 Well Child Visits by 15 Months of Age

- 24-48 hours after discharge (pre-scheduled)
- 2 week group class (every Wednesday)

- 2 month visit
- 4 month visit
- 6 month visit
- 9 month visit
- 12 month visit
- 15 month visit



Well Child Visits are routinely scheduled for you by the Clinic RN's



WALK-IN CLINIC SERVICES



Family Medicine and Fires Center Clinics

Hours: 0800-1100 & 1300-1500

- ✓ Sore Throat Clinic
- ✓ Urinary Tract Infection Clinic
- ✓ Testosterone Injections
- ✓ B12 Injections
- ✓ Suture/Staple Removal



No Appointment – No Problem!
Check in at the front desk and
a nurse will assist you!

Pediatric Clinic

Hours: 0800-1100 & 1300-1500

- ✓ Sore Throat Clinic
- ✓ Urinary Tract Infection Clinic
- ✓ Suture/Staple Removal

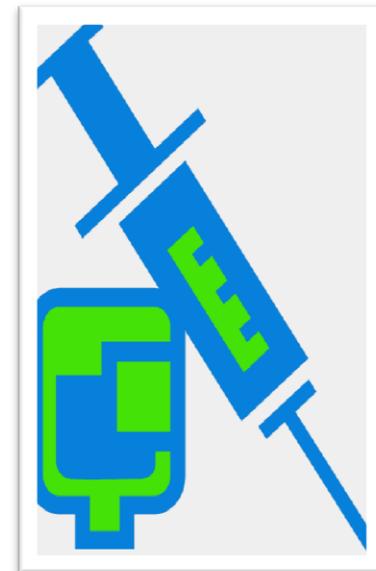
Pregnancy testing is a walk-in service in the OB/GYN Clinic from 0730-1600 Mon-Fri



IMMUNIZATION CLINIC - WALK-IN



- Located in the Family Medicine Clinic
Respect and Loyalty Clinics' front desk
- Walk-In Hours: 0800–1615 Monday-Friday
- Services for ages 2 and older
- Routine immunizations, allergy shots, Depo-Provera shots



Patients must be observed for 15 minutes after an immunization is given

Group Classes

You can sign up at the front desk or with your PCM

- *Contraception Class*
- *Vasectomy Class*
- *Anger Management Class*
- *Intimacy/Relationship Class*



Within the Primary Care Clinics



Group Classes



- **Contraception Class** (ages >16 yrs.)
 - 3rd Monday of every Month 1300-1500
 - 30 minute Birth control slide show
 - 1:1 with provider to order preferred contraception

- **Vasectomy Group Class**
 - 1st Monday of every Month 1300-1500
 - 30 minute instructional video
 - 1:1 with provider for exam and procedure schedule

Within the Primary Care Clinics

■ Anger Management Class

- Two parts: 1st and 3rd Tuesday every month from 1100-1200
- Open to all patients
- Great way to learn how to deal with anger and stress



■ Intimacy/Relationship Class

- 2nd Thursday of each Month 1300-1400
- Talk about common concerns and frustrations regarding sex and relationship tips

Within the Primary Care Clinics



EXCEPTIONAL FAMILY MEMBER PROGRAM



The EFMP Office is located between Courage and Integrity Clinic in Family Medicine

558-3460

For updates or initial enrollments,
make an appointment with your PCM or speak
with Ms. Buzbee in the EFMP Office



REFERRAL MANAGEMENT



Referral Management Office (RMO) hours:
0730-1630 Monday - Friday



Normal processing time for referrals:
7-10 days

For referral questions, please call
558- 2000 (option 4)

Office is located near the south entrance of the hospital



OUTPATIENT PHARMACIES



RACH HAS TWO OUTPATIENT PHARMACIES

Main Pharmacy - located in the outpatient mall
(fills all prescriptions in-house including refills)

Pharmissary - located next door to the Commissary
(refills and prescriptions from network providers)

Hours for both are Monday - Friday 0815 - 1645
Saturday (Main Pharmacy only) 0900 - 1245

QUESTIONS?

THANK YOU FOR YOUR TIME AND ATTENTION!





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