



ARMY MEDICINE

Serving To Heal...Honored To Serve



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Reynolds Army Community Hospital Command Group Welcome

COL Kenneth A. Lemons
CSM Thomas R Oates



Welcome!



Mission

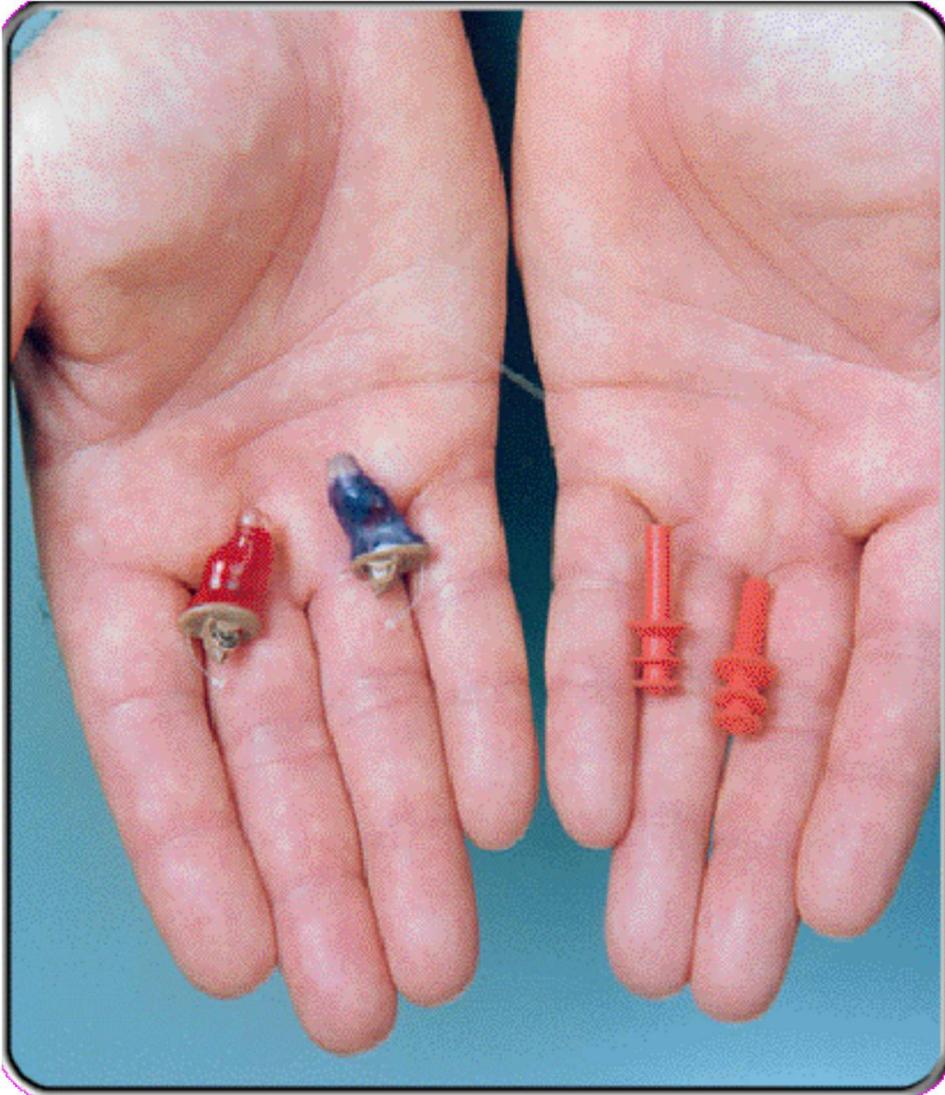
“Partnering with You to Provide a Premier Healthcare Experience”

Vision

“To be your premier system of health”

INTENT:

- Inform you and your family members about the services, at Reynolds Army Community Hospital (RACH)
- Teach you about the Army Medical Home (AMH) Model
- Improve the quality and experience of your health care
- Educate and empower you to be an active participant in your healthcare



After 20 Years of Service...

Only One Regret

SGM Kevin M. Skelly

NCO Journal, Fall 95

Hearing Loss or hearing aids???

Ultimately, it's YOUR decision!



Questions?



Serving To Heal...



Honored To Serve!



New Patient Orientation

REYNOLDS ARMY COMMUNITY HOSPITAL
Managed Care Division
Public Affairs Office



RACH Webpage

<http://www.rach.sill.amedd.army.mil/>



U.S. Army Medical Department Reynolds Army Community Hospital Fort Sill, Oklahoma



[Home](#) [About Us](#) [Patients & Visitors](#) [Mobile Site](#) [Site Map](#)



Notice of Privacy Practices

RACH News

- RACH Newsletter - March 2015
- World No Tobacco Day
- Sodexo RACH wins DFAC of the Year!
- Immunization and PCMH New Hours
- New Patient Orientation
- Emergency VS Urgent Care
- Nurse Advice Line



Welcome to Reynolds Army Community Hospital

Reynolds Army Community Hospital (RACH) provides inpatient care, outpatient care, advanced rehabilitative services and troop leadership.

We are dedicated to prevention and promoting wellness with high quality, patient-centered care. We believe that the patient's family is vitally important in the healing and rehabilitation process. With a patient's total health and wellness in mind, it is our objective to provide the best course of action for a fast and proper diagnosis, a well-laid plan for treatment, proper follow-up and rehabilitation when

Mission

Partnering with you to provide a premier healthcare experience.

Vision

To be your premier system for health.



**American
Red Cross**

1. Emergency Services

- a. Red Cross Emergency Communication Messages
- b. Access to financial assistance after hours
 - i. Call 877-272-7337 any time 24/7
 - ii. Call RACH office at 580-558-3052, 0800-1600

2. Volunteer Opportunities

- a. Before, during, and/or after Duty Hours
- b. Call us at 580-558-2132

3. Location

- a. 1st Floor, South Side





TRICARE, Eligibility and Enrollment

Mr. Charles Newsome, BCAC
Managed Care Division
Reynolds Army Community Hospital

Unclassified



RACH Facts



- A leading Military Treatment Facility within the Southern Regional Medical Command
- Committed to delivering patient-focused and a Premier Healthcare Experience
- Supports over 35,000 beneficiaries
- At the forefront of Patient-Centered Medicine
- Fully accredited by The Joint Commission (TJC)
- Promotes 'System for Health'



Eligibility Vs. Enrollment



TRICARE Eligibility Register Your Family in DEERS

Registration in DEERS is key to TRICARE eligibility

- Defense Enrollment Eligibility Reporting System (DEERS)
- Take action! Register your family members in DEERS:
 - In person at a uniformed services ID card-issuing facility
Find a facility: www.dmdc.osd.mil/rsi
 - By sending required documentation to:
Defense Manpower Data Center Support Office
400 Gigling Road
Seaside, CA 93955-6771
- Proper documentation is required.





Eligibility Vs. Enrollment



TRICARE Eligibility Verify Your Eligibility

- To verify eligibility:
 - Go to **<http://milconnect.dmdc.mil>**.
 - Visit your local military treatment facility's (MTF's) Patient Administration Office.
 - Contact your service's personnel office.





Eligibility Vs. Enrollment



TRICARE Eligibility Updating DEERS

- Keep your contact information up to date:
 - Online: <http://milconnect.dmdc.mil>
 - Phone: 1-800-538-9552
 - Fax: 1-831-655-8317
 - By visiting a uniformed services ID card-issuing facility:
www.dmdc.osd.mil/rsi
 - More information: www.tricare.mil/deers
- Remember to register in/update DEERS whenever there is a change in the family (*e.g., marriage, birth, adoption, divorce, death*) or when you move.





Eligibility Vs. Enrollment



Benefit Information: TRICARE Prime Options

TRICARE Prime®

TRICARE Prime is a managed care option, meaning most of your care is provided by a primary care manager (PCM) dedicated to your care. Enrollment is required for TRICARE Prime options.*

Program	Description
TRICARE Prime	Available to active duty service members (ADSMs) and their families, retired service members and their families, survivors, certain former spouses, and others living near a military treatment facility (MTF) or areas within the TRICARE network

* ADSMs must enroll in either TRICARE Prime or TRICARE Prime Remote.





Eligibility Vs. Enrollment



Other Important Information **TRICARE Self-Service Options Online**

You can manage your TRICARE benefit at home or on the go. Visit the Secure Login page at www.tricare.mil/securelogin to:

- Manage your enrollment
- Make a fee or premium payment
- Check your claim, referral, or prior authorization status
- Update contact information in DEERS

... and **much more!**





Eligibility Vs. Enrollment



Other Important Information

TRICARE and Other Health Insurance

- TRICARE serves as the last payer to all other health benefits and insurance plans, except for Medicaid, TRICARE supplements, the Indian Health Service, and certain other federal and state programs.
- If you have other health insurance (OHI):
 - Fill out your regional contractor's *TRICARE Other Health Insurance Questionnaire*: www.tricare.mil/forms.
 - Follow the referral and authorization rules for your OHI.
 - Tell your provider about your OHI and TRICARE.
 - Show your provider your insurance card.

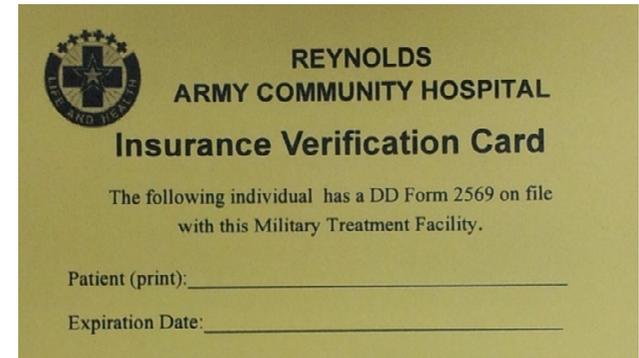




Verify Patient's Other Health Insurance (OHI) Status

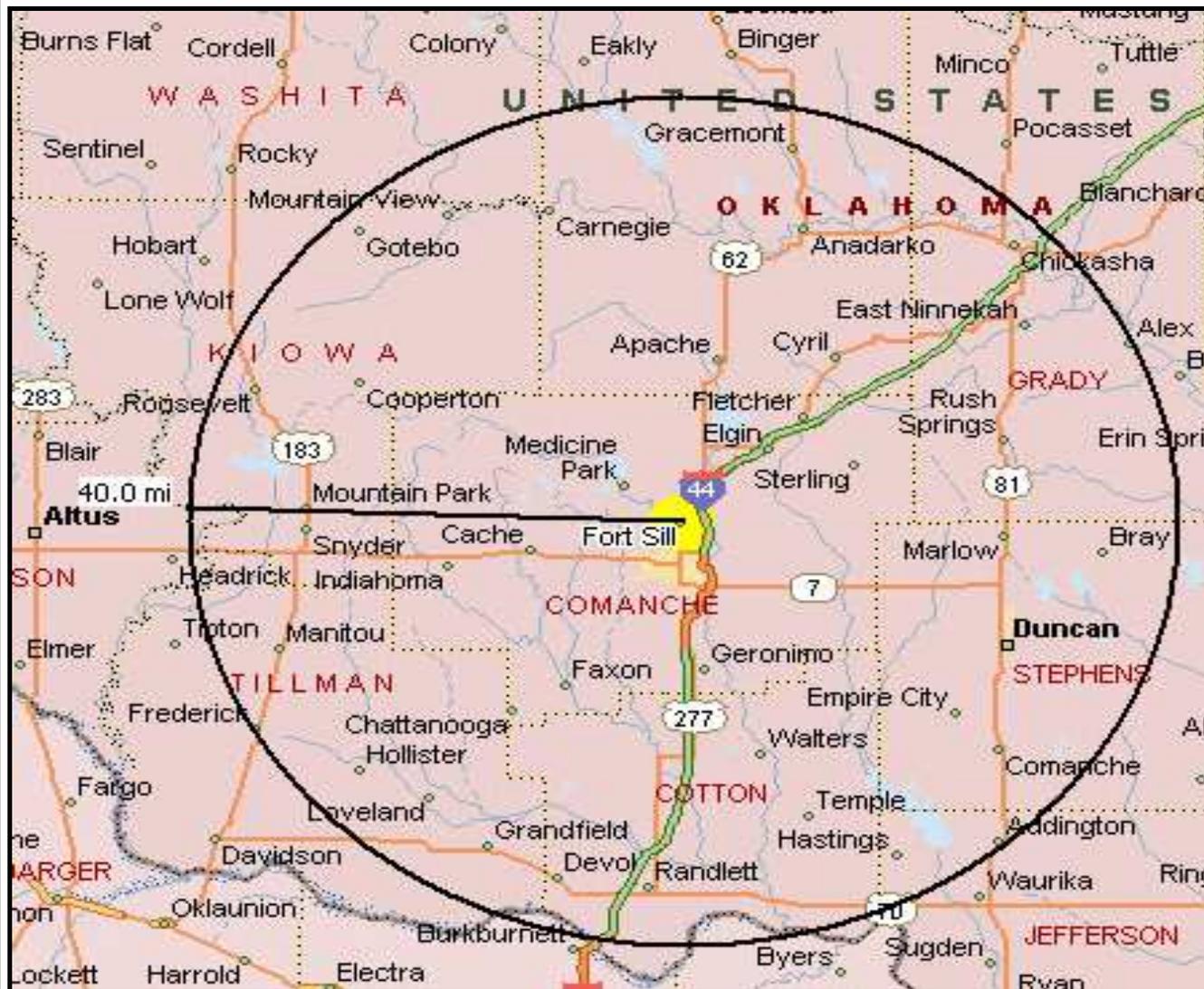


- OHI Cards are issued to
 - Family Members of Active Duty Personnel
 - Retired Beneficiaries and their Family Members > Other Eligible Individuals
- **Note: OHI Cards are NOT issued to Active Duty Service Members**
- The RACH OHI Verification/Registration Card indicates beneficiaries who have updated their OHI status.
- OHI Verification/Registration Card shall be valid for 1 year. For example, If a card is issued in March, the card will expire the first day of March the following year.
- Patients shall be required to renew their OHI Verification/Registration Card upon the **anniversary of the expiration date noted on the card and/or when OHI status or information is updated.**
- A new DD Form 2569 must be filled out or updated to receive a new Card.





Prime Service Area



Army Health Support Area

Oklahoma Counties:

- Caddo
- Clay
- Comanche
- Cotton
- Grady
- Kiowa
- Jefferson
- Stephens
- Tillman
- Washita
- Wichita



3 TRICARE Regions and 3 Contracts





Performance Triad, Services Offered at RACH

Mr. Joel T. McFarland, PAO
Public Affairs
Reynolds Army Community Hospital

Unclassified



RACH Facebook



Reynolds Army Community Hospital

Page Messages Notifications Insights Posts Settings Help

NOT IN MY SQUAD. NOT IN OUR ARMY. WE ARE TRUSTED PROFESSIONALS.

Reynolds Army Community Hospital

Timeline About Photos Reviews More

1,646 likes +6 this week

4,250 visits +257 this week

808 post reach this week

Reach People Nearby
Get people near Lawton to like your Page
[Promote Page](#)

ABOUT

4301 Wilson St
Lawton, Oklahoma

Promote

THIS WEEK

6 Page Likes

808 Post Reach

Recent

2015

2014

2013

2012

2011

2010

See Your Ad Here

Reynolds Army Communit...
ATTENTION *ATTENTION* *ATTENTION* Reynolds Army Community Hospital building 4301 will b...

1

[Boost Post](#)

Reynolds Army Community Hospital
Posted by Joel McFarland [?] · 2 hrs ·

ATTENTION *ATTENTION* *ATTENTION*

Reynolds Army Community Hospital building 4301 will be conducting and Active Shooter Exercise the afternoon of Thursday 30 April. THIS IS ONLY AN EXERCISE!! Please do not contact emergency personnel. The exercise will not affect Hospital operations, pharmacy, or scheduled appointments. However there may be the possibility that operation my run slower during the exercise.

101 people reached [Boost Post](#)

Like · Comment · Share

Write a comment...

PERFORMANCE TRIAD



3 Pillars of the TRIAD

SAN

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

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



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.



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.



WALK-IN CLINIC SERVICES



Family Medicine and Fires Center Clinics

Hours: 0800-1100 & 1300-1500

- ✓ Sore Throat Clinic
- ✓ Urinary Tract Infection Clinic
- ✓ 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



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



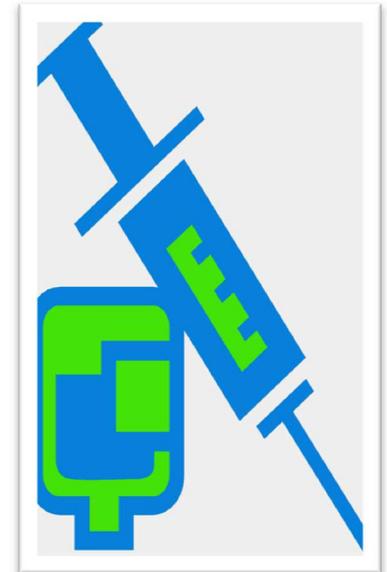
Well Child Visits are routinely scheduled for you by the Clinic RN's



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



Within the Primary Care Clinics

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

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





Group Classes



Within the Primary Care Clinics

- **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

INTIMACY AND RELATIONSHIPS: TALKING TO YOUR DOCTOR





EXCEPTIONAL FAMILY MEMBER PROGRAM



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

580-558-3460

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

You should receive a letter from HUMANA (if your addresses are up to date in DEERS) telling you who HUMANA has referred you to and the contact information of that provider.

For referral questions, please call
580-558- 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)

- Call for Refills – (580) 558-2443 – Use Refill Line

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



Other Services Offered at RACH, Getting Care at RACH, Patient Feedback

Mr. Javier Pagán, ATC Manager
Managed Care Division
Reynolds Army Community Hospital

Unclassified



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



Services Provided at RACH



Primary Care Services

Family Medicine, Fires Center, Pediatrics, Internal Medicine, Dermatology, Sleep Medicine, Neurology, Urgent Care Medicine, Physical Exam, Exceptional Family Medicine Program (EFMP), Respiratory Therapy, Troop Medicine Clinics, Soldier Readiness Processing



Specialty Care Services

General Surgery, Orthopedics, Podiatry, ENT, Ophthalmology, Optometry, Nutrition, Physical Therapy, Chiropractic, Occupational Therapy, Physical Medicine/Pain Management, Obstetrics, Gynecology





Services Provided at RACH, (Con't)



Behavioral Health Services

Psychiatry, Psychology, Social Work Service, Alcohol & Drug Abuse Counseling, Family Advocacy, and Outreach

Preventive Medicine Service

Occupational Health, Audiology, Preventive Medicine, Industrial Hygiene, Community Health Nursing, McAlester and Pine Bluff Occupational Health Clinics

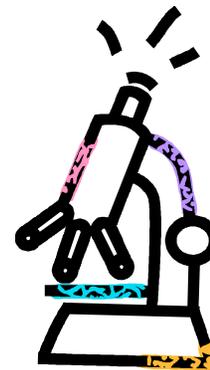
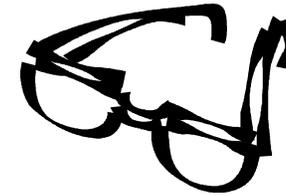




Services Provided at RACH, (Con't)



- Radiology
- Pathology
- Pharmacy
- Beneficiary Counseling
and Assistance
- Patient Advocate
- Chaplain
- Dining Facility





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.



\$5 Return

- 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
- Communicate with your PCM using Secure Messaging



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 to 72 hours or you can send a direct message to your provider-nurse team via secure messaging.



APPOINTMENT NO SHOWS



**“ An Appointment Missed by You,
Is an Appointment Missed by Two.”**

***The average cost of one appointment
missed at RACH is \$125 per visit.***



PATIENT FEEDBACK



- Clinic Office Manager/NCOIC
- Patient Advocate – Mr. Acker at 558-2390
usarmy.sill.medcom-rach.mbx.patient-rep@mail.mil

- Army Provider Level Satisfaction Survey



Surveys sent to your home or AKO e-mail



- Interactive Customer Evaluation (ICE)

<http://ice.disa.mil>





PATIENT FEEDBACK



- Please answer all **APLSS** surveys :
COMPLETELY and HONESTLY
- Each APLSS survey can earn up to **\$660** for our facility
- For 2014, your completed surveys gave us a 92.8% overall visit satisfaction rate.
- RACH received over \$1.2 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





QUESTIONS?



THANK YOU FOR YOUR TIME AND ATTENTION!



Welcome! to Reynolds ACH



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