

412 MDG SERVICES

- ⇒ Family Health/Women's Health/Pediatrics
- ⇒ Behavioral Health Optimization Program
- ⇒ Nutritional Medicine
- ⇒ Physical Therapy
- ⇒ Flight and Operational Medicine
- ⇒ Base Operational Medicine
- ⇒ Dental
- ⇒ Occupational Medicine
- ⇒ Optometry
- ⇒ Public Health
- ⇒ Bioenvironmental Medicine
- ⇒ Mental Health
- ⇒ Family Advocacy
- ⇒ Alcohol and Drug Abuse Prevention and Treatment Program
- ⇒ Radiology
- ⇒ Laboratory
- ⇒ Allergy/Immunizations
- ⇒ Pharmacy

REFERRALS FOR SPECIALTY CARE

Call the Referral Management Center (RMC) at 661-275-2259 to ensure that pertinent medical records are sent to the referred specialist. After you see the specialist, contact RMC to ensure that your results are sent back to your provider and filed in your medical record. Providing the date and location of appointments made off base will help "close the loop" for care received off base. Contact United Health Care for Military & Veterans (UHCMV) at 877-988-9378 or visit www.uhcmilitarywest.com to check the status of your referral and obtain a list of network providers.

WHAT IS DISEASE MANAGEMENT?

Disease Management is defined as an organized effort to achieve optimum health for populations with chronic diseases. The purpose is to equip you with information and a self-care plan to manage your health and prevent complications that may result from poor control of the disease process. Disease Management encourages your active participation for your health and wellness.

What YOU can expect:

- Regular contact with a Disease Manager.
- Collaboration and coordination with your health care team to provide you with comprehensive care.
- One-on-one discussion of your health condition, medications, labs, prevention measures, or other needs you may have.
- Arranging follow-up labs and appointments according to your plan of care.

DISEASE MANAGEMENT is a key part of PCMH and serves to improve your health by proactive, patient engaged, evidenced-based quality care. Disease management uses evidence-based research guidelines for management and treatment of chronic diseases including asthma, diabetes, hyperlipidemia (high cholesterol), hypertension (high blood pressure), overweight and obesity.

WELCOME HOME!



412TH MEDICAL GROUP
30 NIGHTINGALE ROAD
EDWARDS AFB CA 93524-1730

FOR APPOINTMENTS CALL
661-277-7118

PATIENT-CENTERED MEDICAL HOME



WELCOME to your MEDICAL HOME

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FOR ADDITIONAL INFORMATION GO ONLINE TO:
<http://www.edwards.af.mil/units/412thmedicalgroup/index.asp>

WHAT IS PATIENT-CENTERED MEDICAL HOME (PCMH)?

Your medical home is a dedicated team of health professionals working together to meet all of your health care needs. Your primary care provider will be most familiar with your health and lead the team which includes nurses, technicians, and other health care providers you already see or may need to see to maintain your optimal health. We will be able to keep up with your health status and use technology like electronic medical records to communicate with each other and coordinate your care. We want to convey a level of familiarity so you can feel “at home” with your health care. The following outlines our roles in working together.

AS YOUR MEDICAL HOME, WE WILL:

- Listen to your questions and concerns and respond to you and your calls in a way you can understand.
- Communicate clearly with you so you understand your condition(s) and all your options so that you can make the best decisions about your care.
- Give you information about classes, support groups, and other services that can help you learn more about your condition and stay healthy.
- To provide you with appointments with the same healthcare provider team whenever possible.
- To connect you with other members of your care team (specialists, case management, disease management, etc.) and coordinate your overall care with them.
- To collaborate with other clinicians who provide specialty care and second opinions.

WE TRUST YOU, AS OUR PATIENT, TO:

- Know that you are the most important member of your health care team and that we want you to partner with us in your care.
- Understand your health condition: ask questions if you don't understand something.
- Get involved in decisions affecting your care.
- Provide your health information, including changes to your health and medications.
- Call our office first with your health concerns unless its an emergency.
- Let us know when you see other health care providers so we can help coordinate the best care for you.
- Learn about your condition(s) and what you can do to stay as healthy as possible.

USE MiCare

MiCare is a secure messaging website designed to help you communicate more effectively with your health care team without playing phone tag! Use MiCare for secure messaging with your provider and team about NON-URGENT questions, test results, and to request medication refills. You can even use it to schedule appointments. MiCare should not be used for: reporting sudden or severe changes in health, reporting urgent symptoms, or notifying the clinic of a last minute cancellation of an appointment. To register go to

<https://app.relayhealth.com/Patients/Registration.aspx>

You will receive an email from Relay Health to complete the remainder of the registration.

EDUCATE YOURSELF

Keeping yourself informed is just as important as being taken care of by qualified professionals on your healthcare team. Know your team members and who they are. Know your plan of care. Know what evidence-based resources you can use to stay informed:

www.familydoctor.org
www.healthfinder.gov
www.healthychildren.org

MANAGE YOUR MEDICATIONS

To enhance medication safety, there are some things you should do once you leave the clinic. Be sure to do the following:

- Bring your medication list every time you go to a **medical appointment** or the hospital.
- Keep your medication list up to date. Include **over-the-counter, herbals, and nutritional supplements**. Include negative effects from previous medications (**such as allergies**).
- Write down newly prescribed medications and why each is ordered for you.
- After each visit, **ensure you get your medication list** back from your provider/health care team.
- Read each medication's label carefully. Alert the healthcare team immediately if a medication label does not match what was prescribed.
- Talk to your provider if you think your medication is causing new, negative effects such as stomach ache, rash, or dizziness.