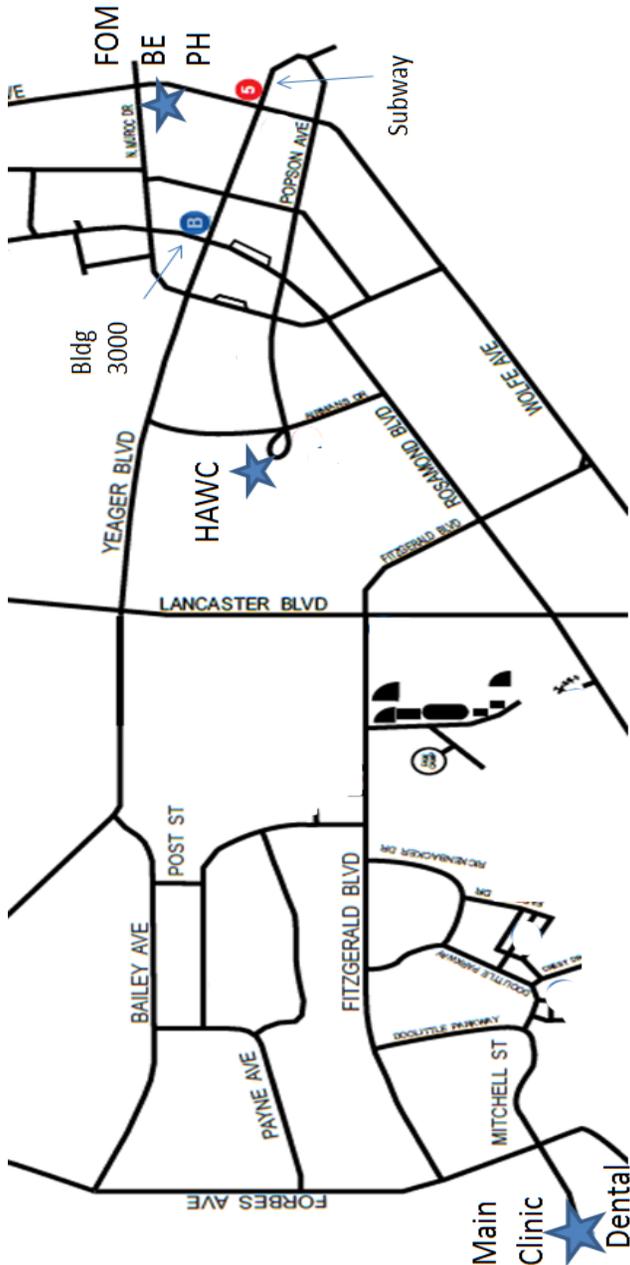




Flight and Operational Medicine



Telephone List

Emergencies (Base Phone)	911
Emergencies (Cell Phone)	661-277-4541
Poison Control	800-222-1222
Appointments	661-277-7118
Family practice	Option 1,1
Pediatrics	Option 1,2
Flight and Operational Medicine (FOM)	Option 1,3
Optometry	Option 1,4
Physical Therapy	Option 1,5
Bioenvironmental Engineering (BE)	661-277-3272
Dental Clinic	661-277-2872
Drug Demand Reduction Program	661-277-1354
Family Advocacy	661-277-5292
Health and Wellness Center (HAWC)	661-277-8480
Immunizations	661-277-3427
Laboratory	661-277-2306
Mental Health	661-277-5291
Managed Care	661-277-6969
Medical Readiness	661-277-1865
Medical Logistics	661-275-2825
Nurse Advice Line (After Hours Care)	866-535-4137
Optometry	661-277-3187
Patient Administration	661-275-2668
Pharmacy	661-277-2052
Physical Therapy	661-277-3891
Primary Care Clinic	661-277-7118
Public Health (PH)	661-277-2244
Physical Health Assessment	661-277-2719
Radiology	661-277-2681
Referral Management	661-275-2259
Resource Management	661-275-2636
TriWest/TRICARE	888-874-9378

Operating Hours

Main Clinic
(Bldg 5525)
Mon - Fri 0730 - 1630

Dental Clinic
(Bldg 5513)
Mon - Fri 0700 - 1600

Flight and Operational Medicine Clinic
(Bldg 3925)
Mon - Fri 0700 - 1600

Clinics are closed every first Monday of each month for training unless it is a holiday, then closed the second Monday

412th Medical Group

"WE GOT IT!"



PATIENT QUICK REFERENCE GUIDE





Quick Reference

How do I enroll myself and/or my family members in TRICARE?

When you and your family attend the medical in-processing briefing held every Tuesday at 0730, there is a Managed Care representative who will guide you through the enrollment process. You may also register at the TRICARE Service Center. TRICARE Service Center's hours are Mon - Fri, 0730-1630. Both are located on the 2nd floor of the main clinic.

How do I make an appointment?

You can schedule an appointment two ways:

1. Call 661-277-7118 and make the appropriate selection from the menu.
2. Access www.tricareonline.com

How do I access the Nurse Advice Line?

A registered nurse is available after hours to answer medical questions (866-535-4137).

The nurse can give advice/home care options or recommend going to an Urgent Care Center or Emergency Room depending on the severity of the condition.

LIFE-THREATENING EMERGENCIES:

- On base: [Dial 911](#) from a land-based phone or [1-661-277-4541](#) from a cell phone.
- Off base: [Dial 911](#)

The on-base ambulance service routinely takes patients to Antelope Valley Hospital or Palmdale Regional Medical Center (pediatric, psychiatric, and obstetric services are not available at Palmdale Regional Medical Center).



How do I address concerns about the care I receive at the 412th Medical Group?

There are methods available to you for reporting concerns related to your healthcare, treatment, services, and patient safety. You may speak to any staff member and if this is not satisfactory, each clinic has a patient advocate that you may speak to.

If you feel your needs have not been met or if you wish to speak to someone not related to the clinic, the 412th Medical Group Patient Advocate is available (661-275-2698).

Patients and their families are encouraged to report patient safety concerns to our Patient Safety Manager (661-275-2748).



FOR ADDITIONAL INFORMATION, GO ONLINE AT :

<http://www.edwards.af.mil/units/412thmedicalgroup/index.asp>