

Telephone List

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| 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 | Option 1,3 |
| Optometry | Option 1,4 |
| Physical Therapy | Option 1,5 |
| Dental | Option 1,6 |
| Bioenvironmental Engineering (BE) | 661-277-3272 |
| Dental Clinic | 661-277-2872 |
| Drug Demand Reduction Program | 661-277-1354 |
| Family Advocacy | 661-277-5292 |
| Immunizations | 661-277-3427 |
| Laboratory | 661-277-2306 |
| Mental Health | 661-277-5291 |
| Managed Care | 661-277-6969 |
| Medical Readiness | 661-277-8817 |
| Medical Logistics | 661-275-2825 |
| Nurse Advice Line (After Hours Care) | 800-874-2273 |
| Optometry | 661-277-5091 |
| Patient Administration | 661-275-2668 |
| Pharmacy | 661-277-2052 |
| Physical Therapy | 661-277-3891 |
| Public Health (PH) | 661-277-2270 |
| Physical Health Assessment | 661-277-2719 |
| Radiology | 661-277-2681 |
| Referral Management | 661-275-2259 |
| Resource Management | 661-275-2636 |
| United Healthcare | 877-988-9378 |

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

"MEDICS ROCK!"



PATIENT QUICK REFERENCE GUIDE



Current as of 23 Jul 15



Quick Reference

Do I care about MiCare? Yes!

MiCare secure messaging allows you to communicate with your provider/nurse. Never worry about missed calls and interrupted meals again because MiCare is here. Look up or receive test results, request your kids' immunization records, even ask your team for a routine appointment! The clinic will answer your message within one business day. Remember, both you and your spouse should have a MiCare account. Talk to your clinic staff about MiCare.

How do I access the Nurse Advice Line?

A registered nurse is available after hours to answer medical questions **(1-800-TRICARE or 1-800-874-2273)**. The nurse can give advice/home care options, book an acute appointment with your primary care manager, 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 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
3. Access <https://app.relayhealth.com>

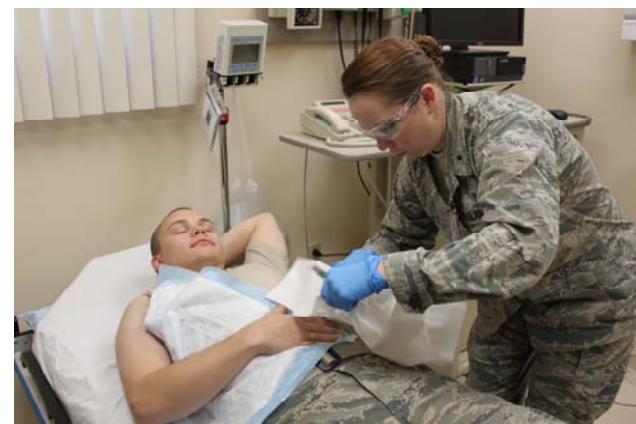


How do I address concerns about the care I receive at the 412th Medical Group?

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>