July 25, 2016

MUNSON NOTES

Munson Army Health Center, 550 Pope Ave. Fort Leavenworth, KS 66027
https://www.munson.amedd.army.mil
https:// www.facebook.com/munsonhealth

The Munson Army Health Center Well Woman clinic has appointments available with a female healthcare provider for cervical cancer screenings. Appointments can also be made with a primary care provider. Call the Appointment Access and Readiness Contact Center (AARCC) at (913) 684-6250 to make an appointment.

Did you know that Tricare Online has a prescription refill tab that allows beneficiaries to see all of their current prescriptions and request refills from the website? This is in addition to the refill phone line. Another benefit to this service is that the refill prescription numbers are on the web site, so there is no need to have your old prescription number handy. A beneficiary can also make appointments and check Labs on-line. This service is fast, easy and convenient. Sign up today at www.tricareonline.com

Appointments for detailed medication review with a clinical pharmacist are now available at Munson Army Health Center for all beneficiaries. Patients enrolled in one of the primary care clinics who wish to have an in-depth, one-on-one medication review may request to do so by calling to make an appointment or by talking with their primary care provider. During this review, the clinical pharmacist will discuss each individual medication – what it is for, how to take it, how to minimize side effects, etc. – and provide the patient with a medication-related action plan which addresses treatment goals and provides an updated medication list. Clinical pharmacy appointments are especially beneficial for patients with multiple chronic conditions such as diabetes or polypharmacy patients – those patients taking multiple medications, some possibly interacting, overlapping or even unnecessary. Schedule an appointment today by calling the (AARCC) at (913) 684-6250.

Munson Army Health Center is now a Tobacco Free Campus. This includes all tobacco products and electronic nicotine devices. Contact your primary care provider if you are interested in becoming tobacco free. Call the Appointment Access and Readiness Contact Center (AARCC) for an appointment at 684-6250.

Munson Army Health Center is now booking school physical appointments for school-age children (Kindergarten and up) for summer sports, activities, camp and for the next school year. All appointments will be Monday through Friday during the day and we have added Saturday August 13. Parents need to bring completed physical forms and the child's immunization record to the appointment. To streamline the process, the parent portion of the physical forms must be completed before the physical appointment. Children must wear comfortable athletic clothing to the appointment and

should bring their glasses if worn. If your child is ill on your appointment day, please cancel and reschedule since these appointment are for school and sports physicals only. For more information contact the Appointment Access and Readiness Contact Center at (913) 684-6250 or 1-888-269-0109.

We are excited to announce that the Joint Outpatient Experience Survey (JOES) is here. Patients will notice a change to the frequency in which they receive surveys. You will no longer receive surveys every time you visit the clinic; this is why every survey response is so important. JOES is your voice to our healthcare team. Thank you for helping us serve you better.

The Center for Disease Control and Prevention (CDC) has changed the recommended interval between Prevnar13 and Pneumovax23. The vaccines were previously given 6 months apart after the age of 65 years as of March 30, 2016 the vaccines must be given at least 1 year apart. If you were informed of the need to return in 6 months please return after 12 months or call the Immunization Clinic at (913) 684-6344 to receive the new date for return.

Did you know that our Optometry Clinic also sees family members ages 6-64? They also will give new prescriptions for contact lenses, but they do not perform new contact lens fittings. It is helpful if children know their ABC's for routine eye exams. There is no need for a referral. Call 684-6750 or call AARCC at 684-6250 for an appointment.

The Fort Leavenworth Veterinary Treatment Facility will host a Teddy Bear Clinic on July 18th. Anyone with an injured stuffed animal can bring them to the clinic that day. Staff will suture and repair tears and lacerations, and may even perform simple amputations. These are inpatient procedures, so stuffed animals will be kept for observation and discharged after 1:00 p.m. on July 20th. Patients will be discharged with aftercare instructions, a copy of their medical record and a Stuffed Animal Health Certificate. If you have any questions, please contact the clinic at 913-684-6510.

The DoD has updated password requirements for the Secure Logon which is used on many DoD websites. This includes TRICARE Online.

Munson Army Health Center will have minimal staffing from 7 a.m. to 1 p.m. July 13 for monthly training. For emergencies call 911 or report to the nearest emergency room. For after-hours urgent care needs call (913) 684-6250 Option 1.

Learn to run with fewer injuries. Munson's Physical Therapy Department will be offering a Running Clinic twice a month starting July 19. The running clinic staff will meet at the parking lot of Hancock pool at Hancock Ave. and Sheridan Drive. The clinic will be offered on the 1st and 3rd Tuesday at 1400-1500. Wear athletic attire and it is recommended that you have a cell phone with video app that allows at least 60 frames per second. For more information call 684-6175.

Munson Army Health Center would like to let patients know that we may be experiencing potential delays in our Medical Home clinic. This is due to the influx of ILE

students and redistribution of internal medicine patients to our medical home. If you were a prior internal medicine patient and were reassigned to our medical home on our 3rd floor, please let our Appointment Access and Readiness Contact Center (AARCC) know so we can schedule the appropriate time for your visit. We would also like to remind beneficiaries that we have other tools for you to communicate with your Primary Care Provider. Secure messaging (communicate on-line with your health care team), Tri-Care On-line and the Nurse Advice line may meet your needs for health care.

Commercially available Sharps containers are no longer required to dispose of household generated sharps waste. These containers are no longer available through Munson Army Health Center. The US Army Public Health Command has advised that sharps waste, to include syringes with or without needles, generated in a household setting should be managed as follows:

Place waste sharps in a rigid, puncture and leak-resistant container with a secure lid or cap. When full, the container should be taped closed or tightly lidded to make re-opening difficult. Do not reopen closed, full containers. Write “DO NOT RECYCLE – SHARPS” on the container and place in your trash.

Acceptable containers include commercially-available sharps containers or heavy plastic detergent or bleach bottles with screw caps. Unacceptable containers include coffee cans, plastic bags, beverage cans, and bottles.

The Leavenworth County Household Waste facility can accept medical sharps for safe disposal. Their hours of operation are:

Tuesday – Friday 8:00 a.m. – 3:45 p.m., Saturday 8:00 a.m. – 1:45 p.m.
Closed Sundays, Mondays and County Holidays
913-727-2858

Munson would like to remind patients that all appointment reminders (calls and text messages) are sent out 36 hours in advance. If you receive a reminder phone call, please listen to the entire message so that you don't cancel an appointment by mistake.

Munson Army Health Center has added Saturday School Physical appointments for well children. The Saturday School Physical Clinics are scheduled for July 9th and Aug 13th. Make your appointment early to avoid the rush. During the week (Monday through Friday), appointments are with the child’s Primary Care Provider (PCM). Call the Appointment Access and Readiness Contact Center (AARCC) at (913) 684-6250 for an appointment.

As the PCS season and CGSC out-processing approaches, the Munson Army Health Center Medical Records section would like to remind all of our patients the process to insure their medical records are transferred to their new

Medical Treatment Facility (MTF).

Before departing Fort Leavenworth, the sponsor will report to the Medical Records section as a part of out-processing. He or she will give the MTF information needed to identify the records to be mailed (orders). The Records section will complete DD Form 2138 (Request for Transfer of Outpatient Records) and instruct the sponsor to present the card at the next MTF.

At the new duty station, the sponsor will report to the Medical Records section as a part of in-processing. He or she will give the MTF information needed to identify the records to be requested (DD Form 2138 from last facility, Fort Leavenworth). If the forms is lost or misplaced, the new facility could request the transfer using the same or other applicable documents.

Any question, please contact the Medical Records section at 913-684-6640.

The Call Center has a new improved name. It is now referred to as the Appointment Access and Readiness Contact Center or AARCC. The phone number is the same (913) 684-6250.

Did you know that Munson has Ambulatory Surgery services? These services include Orthopedics, General Surgery and Endoscopy, Colonoscopy and (EGD) Esophagogastroduodenoscopy, Podiatry, and (ENT) Ear, Nose, and Throat.

Munson Army Health Clinic has a take back box located in the pharmacy for old and unused individual medications. Munson pharmacy hours are from 7:30 a.m.-5:30 p.m.

Patients can view their referrals and authorizations from United Healthcare at www.UHCmilitarywest.com. Patients will no longer receive paper authorization letters. For more information on referrals, contact United Health Care customer service at 877-988-9378.

The Exceptional Family Member Program office (EFMP) has changed the process with receiving phone calls. Patients must now call the appointment line and leave a message with the call center to speak with an EFMP representative. This new process will help expedite a return call. The appointment line number is (913) 684-6250.

All DOD beneficiaries, excluding active duty, are required to complete the DD Form 2569 and provide information regarding other health insurance (OHI) coverage annually or upon change in coverage status. MTF billing personnel continue to inform beneficiaries of their obligation to provide complete and up-to-date beneficiary demographics on your behalf. This is an annual requirement so please, if you have not updated your health insurance carrier information in the last year you can do so at any time or upon your next medical appointment. We greatly appreciate your support of the Third Party Collections Program (TPCP) as it is a great monetary benefit for Munson Army Health Center and its community. Questions or concerns regarding the Third Party Collections Program can be answered by calling the Uniform Business Office at 913-684-6048.

Now is a good time to sign up for the new Fit for Performance classes. You may self-refer and schedule by calling 684-6250. The classes are Tuesdays 2:30 p.m.-4 p.m. located on our first floor VTC room.
Session 1 is offered weekly Tuesdays at 8-9:30 a.m.

The Munson Army Health Center Exceptional Family Member Program office is open for overseas screenings by appointment only. To schedule an appointment or for information call the Call Center at (913) 684-6250 or visit the MAHC website at https://www.munson.amedd.army.mil and select the EFMP link under Departments and Services.

Information about changes in operating hours relating to severe weather is posted on the Munson Army Health Center Facebook page. Follow MAHC on Facebook at www.facebook.com/munsonhealth.

The Munson Army Health Center Audiology Clinic is in the Preventive Medicine Clinic in the Gentry building. All audiology services are now by appointment only and can be scheduled by calling the Call Center at (913) 684-6250.

A new law requires all TRICARE beneficiaries, except active duty service members, to get select brand name maintenance drugs through either TRICARE Pharmacy Home Delivery or from a military pharmacy. Beneficiaries who keep using a retail pharmacy for these drugs will have to pay the full cost. For more information about this change call Express Scripts at (877) 363-1303 or visit www.tricare.mil/rxnewrules.

The Java Café is now open from 7:30 a.m. to 1:30 p.m. Monday through Friday on the first floor of Munson Army Health Center. The café features coffee drinks and assorted breakfast and lunch selections.

Patients receiving referrals to specialty providers will need to ensure medical records are sent to those providers prior to an appointment by contacting the Release of Information office at (913) 684-6205.

Munson Army Health Center Patients can sign up to receive appointment reminders via text message. To opt in to the text message option patients can pick up a form at the information desk or any of the reception desks and return the form to room 1B040 in the main facility. Patients who receive a text message reminder for an appointment the next day should respond before midnight or the response will not register.

The Immunization Clinic for service members is located in the Preventive Medicine Clinic in the Gentry building. Walk in hours are 7:30 a.m. to 3:30 p.m. Monday through Wednesday and Friday. Service members requiring information or immunizations for OCONUS travel need to call (913) 684-6539 to make an appointment.

All TRICARE beneficiaries planning overseas travel, including deployments, can call the Munson Army Health Center Travel Clinic at (913) 684-6539 to schedule an appointment. During the appointment beneficiaries will receive information on the country they are traveling to, immunizations needed and any security issues. Beneficiaries should bring immunization records to travel appointments if available.

Munson Army Health Center has outpatient surgery capabilities. Ask your provider for information.

Munson Army Health Center uses the Army Medicine Secure Messaging Service. Beneficiaries can communicate with their healthcare team securely online. To register for the service, patients can visit the reception desk at any of the Primary Care clinics within MAHC (Family Medicine or Pediatrics). Patients will have to fill out a form at the clinic, in person, so identification can be verified. Patients should receive an e-mail invite within three working days.

Current active duty and veterans who may be concerned about exposure to airborne hazards during their deployment to Iraq and Afghanistan can use the Department of Veterans Affairs new online self-assessment survey known as the Airborne Hazards and Open Burn Pit Registry required by Public Law 112-260. The Registry was established by the VA to help keep veterans informed about scientific studies including long-term studies on airborne hazards as well as emerging treatments on airborne hazard-related concerns. To learn more or to register visit https://veteran.mobilehealth.va.gov/AHBurnPitRegistry/#page/home.

Patients who receive appointment reminders via text need to call (913) 684-6250 to update the database when changing cell phone numbers.

The Munson Army Health Center Optometry Clinic is closed from 11:30 a.m. to 12:30 p.m. Monday through Friday for lunch. Call (913) 684-6750 for information.

Identification cards are required for any patient over the age of 10 receiving care at Munson Army Health Center.

The Munson Army Health Center Office of Referral Management uses an auto-reminder telephone system to call patients 30 days after a referral to a network provider has been written to find out if an appointment has been made and where the patient is being seen. The information provided will help Primary Care Managers keep track of and manage a patient's overall health.

Military retirees and family members with TRICARE Prime (retirees under age 65) can enroll to receive care at Munson Army Health Center – for those not already enrolled at MAHC, this is a cost savings in co-pays. Call (913) 684-6211 for information.

Monthly Food Handler classes are now offered by the Munson Army Health Center Environmental Health division from 2-3 p.m. the fourth Wednesday of every month. The training is required for anyone preparing, cooking or serving food to the public on the installation. Space is limited, call (913) 684-6532 or (913) 684-6518 to RSVP or for information.

The Munson Army Health Center Nutrition Care Department offers a cholesterol class from 10-11 a.m. the first Friday of the month. Call Nutrition Care at (913) 684-6170 for information.

Service members requiring an individual Soldier Readiness Processing need to call Preventive Medicine at (913) 684-6539 as soon as possible to schedule an appointment (not later than 30 days before the deployment). SRP appointments are available the second and fourth Tuesday of each month. Service members deploying with Fort Leavenworth units will still SRP at Fort Riley, Kan.

Appointments with Munson Army Health Center may be cancelled 24 hours a day, seven days a week, by calling the Call Center, (913) 684-6250. An average of 95 percent of MAHC patients currently call and cancel appointments instead of being a 'no-show,' opening appointments up for other patients.

The Munson Army Health Center Behavioral Health Department is using an Army program call the Behavioral Health Data Portal. The BHDP is a paperless web-based application that will replace portions of the intake process. New and current patients will be asked to complete portions of their intake at a computer. Call Behavioral Health at (913) 684-6771 for information.

The point of contact for the Munson Army Health Center Debt Collections Assistance Office is the Patient Advocate, (913) 684-6211 or (913) 684-6110.

The Call Center at (913) 684-6250 is the portal into Munson Army Health Center for appointments, triage and contacting Primary Care Providers or their nurses.

Munson Army Health Center is locked during non-clinic hours. For access to the facility as a storm shelter or any other reason visitors are asked to use the south entrance near the information desk and use the phone outside the doors. For after hours health concerns, call the Call Center at (913) 684-6250.

Patients with physical therapy appointments are asked to wear physical training clothing or their Physical Training Uniform to appointments.

Munson Army Health Center does not have an emergency department. For emergency care call 911 or report to the nearest emergency room.

Munson Army Health Center's Family Medicine and Pediatric Clinics do not have walk-in or sick-call hours. All beneficiaries are seen through the appointment system.

Call the Appointment Access and Readiness Contact Center at (913) 684-6250 to make an appointment.

To facilitate the transfer of a prescription that has been filled at another pharmacy to the Munson Army Health Center Pharmacy visit the MAHC homepage at https://www.munson.amedd.army.mil and click the online services link on the right side of the page, then click on the 'transfer prescription request' button.

All TRICARE beneficiaries are asked to provide other health insurance information during check-in at all Munson Army Health Center clinics and at the Pharmacy. Providing the information will not affect the patient's premium and will help reach deductibles on the other health insurance. Patients will never be billed by MAHC for co-pays and/or deductibles. For more information or to provide health insurance information call the Third Party office at (913) 684-6114.

Soldiers who think they have untreated depression and/or Post Traumatic Stress Disorder can enroll in the RESPECT-MIL program at Munson Army Health Center. The program lets Active Duty Soldiers suffering with mild Depression and/or PTSD to be treated in the Primary Care setting. To make an appointment with a Primary Care Provider call the Call Center at (913) 684-6250.

Munson Army Health Center does not have a Chaplain in the main facility. Beneficiaries can receive pastoral care by calling (913) 684-2210.

Soldiers must complete the online portion of the Periodic Health Assessment two to four days before phase two of the PHA or the appointment will have to be rescheduled. Call the Call Center at (913) 684-6250 to schedule phase one and two of the PHA.

Retirees and family members not enrolled with a healthcare provider at Munson Army Health Center (even those over age 65) can still use some ancillary services like mammography, laboratory and pharmacy. Call the patient advocate at (913) 684-6211/6110 for more information.

The Munson Army Health Center's Release of Information office makes CDs for beneficiaries requesting a personal copy of the electronic portion of medical records instead of printing every visit. The electronic portion will only contain medical data entered after 2006 – records maintained in the hard copy portion of the record will still only be available via photocopy. The process will not affect the amount of time it takes to process a request. Beneficiaries preferring only a paper copy must specifically request this when filling out the release form. For information call the Release of Information office from 9 a.m. to 4 p.m. Monday through Thursday at (913) 684-6205.

Information about Munson Army Health Center is available on the Web. Visit the website at https://www.munson.amedd.army.mil. Follow Munson on Twitter at http://twitter.com/munsonhealth. Become a Facebook fan by searching for Munson Army Health Center on Facebook.