

Access to Care improves at the 377th Medical Group

MAJ. JAMES O. WOOTEN

377th Medical Operations Squadron

The 377th Medical Group announces the arrival of several new medical providers to replace those who departed earlier this summer.

As the new providers arrive, patients who were assigned to providers who left will be re-assigned. In some cases, providers who remain may also have patients reassigned due to changes in policy or changes in the disease burden of the provider's patients.

For example, all Personnel Reliability Program patients will be seen by one of two providers if at all possible, Capt. Cindy Krueger-Uhing and Maj., Dr., Christopher Hudson, who has just arrived from Ramstein AB, Germany. Dr. Hudson will also take care of most patients that were formerly assigned to Maj., Dr., Bear Gamboa.

Two other new providers have begun seeing patients at the Family Practice clinic. Capt. Michael McCarter arrived here from Wright Patterson AFB, Ohio and will take care of patients formerly assigned to 1st Lt. Eric Littlefield. Capt., Dr., Patricia Pankey arrived very recently from Travis AFB, Calif. and will take patients formerly assigned to Maj., Dr., Keith Dickerson.

We have also hired two new civilian providers, Cynthia Hale, nurse practitioner, who will take most of Dr. Bernard Sopky's patients, and Imtiaz Malik, who will take 1st Lt. Stefan Hamelin's patients.

Capt., Dr., Alejandro Vega joined our Internal Medicine staff in February 2004, and is seeing patients formerly assigned to Dr. Eric Goldman.

There are also two new providers in Flight Medicine. Maj., Dr., Robyn Kramer, who recently arrived from Luke AFB, Ariz., is taking patients formerly assigned to Maj., Dr., Joseph Simon, and Col., Dr., Mary Ann Orzech, who moves here from the Air Force Inspection Agency, is replacing Lt. Col., Dr., Endel Sorra.

The pediatric clinic has three pro-

viders, Capt. John Van de Velde, Capt., Dr., Terence McAllister, and Capt., Dr., Jorge Black who just arrived. Captain Black will be assigned patients formerly seen by Capt., Dr., Deena Sutter who departed earlier in the summer.

Patients formerly assigned to Lt. Col. Lynne Foss are being reassigned to Captain Van de Velde, Major McAllister or Captain Black.

The pediatric clinic is over its maximum enrollment and we are asking parents of *new* pediatric patients age two and younger to enroll their children to a civilian primary care manager.

A quick-reference guide for the appointment line - 846-3200 - is provided to the right. Some of the options have been updated to provide commonly requested information, but the numeric choices for various clinics remain the same.

Any time the clinic appointment line is not open (including after hours, weekends, holidays, and monthly training day) TRICARE Prime patients who need urgent medical care should call 846-3200 and pick option three to contact the on-call primary care manager for permission to be seen at a Presbyterian Urgent Care Center.

As a reminder, another tool to reduce the time spent on the phone is Tricareonline.com. TOL allows patients to book appointments on the Internet.

After you open an account in TOL, you can book appointments for acute or routine primary care needs. With TOL you can see and pick from appointments on the schedule for today or tomorrow.

Keep in mind though that if the day you call is not a normal duty day for the clinic, there will be no appointments shown. Most primary care appointments available to the appointment clerks to book are also available to you to book online.

TOL is available at all hours while the appointment desk hours are limited to 6:30 a.m.-3:30 p.m. If you have difficulty setting up a TOL account, the 24-hour customer service number is 800-600-9332.

The following list of options for patients calling the 377th Medical Group appointment line is current as of Aug. 27:

APPOINTMENT LINE RECORDING: 846-3200

If this is an emergency, hang up and dial 911.

Your call may be monitored and recorded for quality control and training purposes.

To better serve you, our menu options have changed, so please listen carefully.

To make or cancel an appointment or to leave a message for your provider or nurse, please choose from options 3 through 6.

To reach the TRICARE Nurse Advice Line **PRESS 1**

To hear information on how to obtain lab results

PRESS 2

(If the patient presses 2, they will hear:) If lab results are abnormal, your provider will call you. If lab results are normal, the lab results will be printed and available for you to pick up at the check-out window on the second floor 10 days after you had the lab work done. The results are held at the check-out window for 30 days and then they are filed in your medical records. To ensure your privacy, lab results are not given out over the phone to persons calling the clinic.

To return to the main menu **PRESS 9**

Family Medicine, Internal Medicine or Optometry

PRESS 3

GYN including annual PAP smears **PRESS 4**

Pediatrics **PRESS 5**

Flight Medicine **PRESS 6**

To speak to a Triwest representative **PRESS 7**

To speak to a Patient Advocate, Health Benefits Advisor or receive general information **PRESS 8**

****PRESS 1** to hear a list of frequently requested phone numbers**

****PRESS 2** to speak to a Health Benefits Customer Service representative**

****PRESS 3** to speak to someone concerning general information about the clinic**

****PRESS 4** to speak to the Patient Advocate**

****PRESS 5** to repeat these options**

****PRESS 6** to return to the main menu**

To repeat these options **PRESS 9**