



Central Alabama Veterans Health Care System CAVHCS



Locations



Fort Benning VA Clinic

6635 Bass Road, Bldg. 9214

Ft. Benning, GA 31905

Hours: 0800 - 1630



Columbus Community Based Outpatient Clinic (CBOC)

1310 13th Avenue

Columbus, GA 31901

Hours: 0800 - 1615



Columbus/Ft. Benning Leadership

Dr. Carlos R. Wise, MD
Chief Medical Officer

Mrs. Phaedra Pitre
Administrative Officer

Ms. Mahogany Walker, RN
Nurse Manager

Ms. Katrina Lewis
Director's Patient Advocate



Fort Benning & Columbus CBOC Services

- Primary Care
- Mental Health (array of services)
- Optometry
 - Optical Shop
- Women's Health
- Nutrition
- Tele-Health
- Home Tele-Health
- Lab
- SMA (Shared Medical Appointments)
- Social Work
- Home Based Primary Care (HBPC)



VA Welcome Kit

Whether you're just getting out of the service or you've been a civilian for years now, the VA Welcome Kit can help guide you to the benefits and services you've earned.

Based on where you are in life, your VA benefits and services can support you in different ways. Keep your welcome kit handy so you can turn to it throughout your life—like when it's time to go to school, get a job, buy a house, get health care, retire, or make plans for your care as you age.

Feel free to share this guide with friends or family members who need help with their benefits too. Download your VA Welcome Kit and print out copies for yourself and others:

<https://www.va.gov/welcome-kit/>



New Columbus CBOC





New Columbus CBOC



- 55,000 SF Facility
- Projected Construction start date May 2019
- Projected opening: March 2021
- New address: 2357 Warm Springs Road, Columbus, GA (Old Blue Cross/Blue Shield building)



New Columbus CBOC



- Number of Vets currently being serviced
12,598
- Number of Vets expected to be served with the addition of the new facility
15,027 -Columbus
1,652 - Fort Benning
- Increased number of Vets being served
4,081



New Columbus CBOC



Services provided

- Primary Care
- PCMHI
- Optometry
- MH Tele-Health
- EMS
- HBPC
- PharmD
- Social Work
- Home Tele-Health
- Optical Shop
- Radiology/MRI
- Dental
- PT/OT
- Mental Health
- Women's Health
- Lab
- IDES/C & P
- Police
- MHICM
- HAS
- Dietitian
- Care in the Community
- Prosthetics
- Audiology



Contact Us

- Appointments: 706-257-7205
- Nurse Health Line: 1-866-601-1079 (24/7)
- Secure Message: www.myhealth.va.gov
- Pharmacy Refills: 1-800-214-8387 **press 2 then press 1**
- **Veterans Crisis Line (FREE & CONFIDENTIAL):**
 - **1-800-273-8255 press 1**
 - **Text 838255**
 - **Chat online: <https://www.veteranscrisisline.net/>**
 - **Support for Deaf/Hard of Hearing:**
1-800-799-4888





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JANUARY 2019 CARE MEETING

INFORMATION BRIEF

SECURITY CLASSIFICATION:

UNCLASSIFIED



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Agenda

- Army Wellness Center
- Surgical Services Service Line
- Pharmacy Services
- TRICARE Overview
- TRICARE Online Patient Portal Secure Messaging
- Health Effectiveness data and Information Set
- Questions

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ARMY WELLNESS CENTER

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Army Wellness Center

Mission

Army Wellness Center provides comprehensive **prevention** programs and services to promote **healthy lifestyles** by improving overall well-being of **Soldiers and Family Members**.

Target Population

- **#1 Priority U.S. Army Soldier**
 - Medical Referral
 - APFT Failure
 - Army Body Composition Program
 - Unit Referral
 - Self-Referral
- **Family Member**
 - Medical Referral
 - Self Referral
- **Retiree**
 - Medical Referral
 - Self Referral
- **DA Civilian**

Available Services

- Sleep Education
- Weight Management
- Metabolic Testing
- Nutrition Education
- Wellness Coaching
- Exercise Testing
- Exercise Prescription
- Body Composition Analysis
- Health Assessments
- Stress Management Education

AWC Team

- **AWC Director**
- **Health Educators**
- **Health Promotion Technician**
- **Medical Support Assistant**
- **NCOIC**

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Army Wellness Center



Operation Hours
Mon-Fri 07:00-1600
POC: 706-544-9142
7919 Marne Road, Building 9257

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SURGICAL SERVICES SERVICE LINE

LTC NATHAN CARLSON

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Surgical Services Service Line

Martin Army Community Hospital Surgical Services Service Line (Leadership)



Nathan Carlson, MD
LTC, MC, USA
Asst. DCCS Surgical Services
Medical School: Medical College of Wisconsin
Residency: Eisenhower Army Medical Center
Office: 762-408-3180



Patrick A. Thomas
DAC, GS-12
3SL Group Practice
Manager
Office: 762-408-3180



Lisa Roberts
SSG(P), US Army
Combat Medic
Office: 762-408-3638



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Surgical Services Service Line

What We Do

- 363 Employees
- FY 2018: AVG 9656 Appointments/Month
- AVG 460 Clinical Appointments/Day
- AVG 17 Operative Cases/Day

What We Offer

- ✓ Private Rooms
- ✓ Board Certified Surgeons
- ✓ Fast Access to Specialty Care
- ✓ High Staff-to-Patient Care Ratio (Acuity Based)
- ✓ Surgical Quality Tracked through the American College of Surgeons
- ✓ New Military Treatment Facility

Surgical Preview

GENERAL SURGERY

Bariatric Surgery, Gall Bladder, Acid Reflux Surgery, Hernia Repair Surgery

PLASTIC SURGERY

Abdominoplasty, Scar Revision, Breast Surgery, Liposuction

ORTHOPAEDIC SERVICES

Knee and Hip Replacement Surgery, Carpal Tunnel Surgery, Shoulder Surgery, Fracture Repair

PODIATRY

Fracture Repair, Bunion Surgery, Tendon Repair Surgery, Plantar Fasciitis Treatment

UROLOGY

Incontinence, Kidney Stones, Erectile Dysfunction

Gynecology

Hysterectomy Surgery, Birth Control, Tubal Ligation, Endometriosis Treatment

ENT

Ear Tubes, Tongue Tie Surgery, Thyroid Surgery, Nose Surgery

OPHTHALMOLOGY

Cataract Surgery, Glaucoma Surgery, Eye-Lid Surgery

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BMACH PHARMACY

MAJ ADAM RESNICK

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TRICARE® Pharmacy Programs

Tricare® Online Patient Portal

- <https://tricareonline.com>
 - (website and mobile app)
- View/cancel/make appointments
- Request refills – any MTF
- View data for self, family members



How do I get the TOL PP Mobile icon on my mobile device's home screen?

TOL PP Mobile does not require you to download an app.

You can access information on how to add the TOL PP Mobile on your home screen through the following steps.

1. Open your mobile device web browser.
2. Go to www.tricareonline.com.
3. Log in using DS Logon Premium or DFAS myPay account.
4. Tap the menu bar, then tap "Add To Home Screen" for instructions for adding the TOL PP Mobile shortcut.

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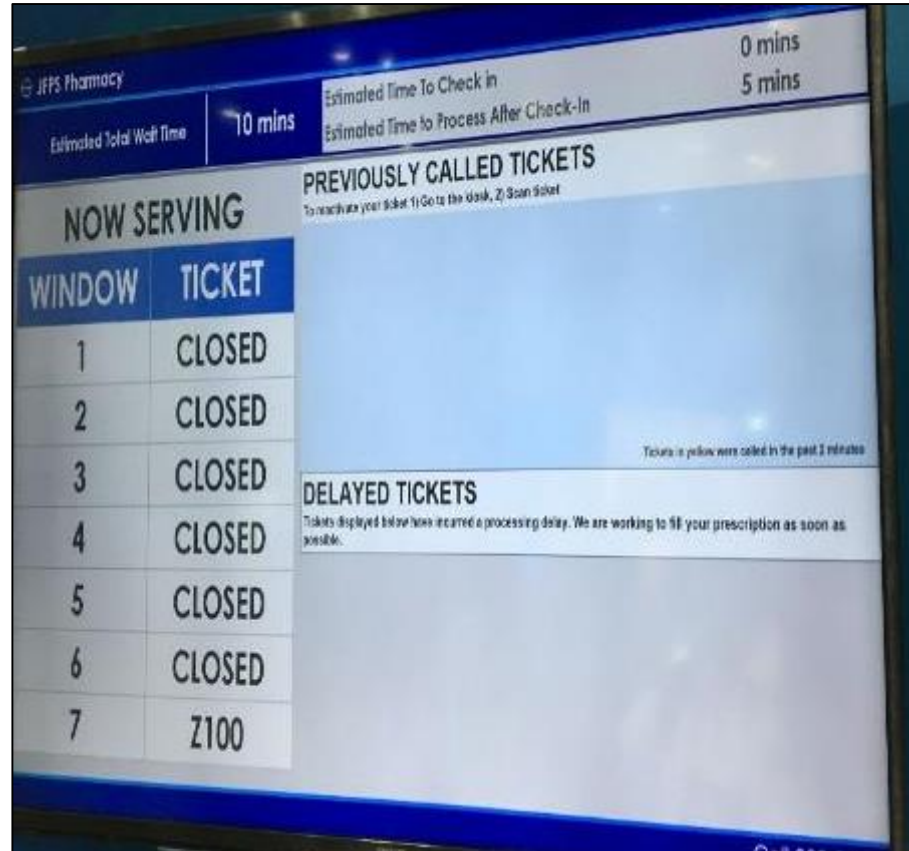
Pharmacy Optimization

Main Outpatient Hours of Operation

- Monday to Friday 0800-1745
- Monday to Friday 1000-1500 (Peak hours)
- Monday to Friday 0800-0930
 - Reduced Staffing
 - 1 pharmacist/ 2 technicians

Patient Enhancement Project

- Optimize the Queuing system
 - Improved tickets
 - 1 visit to the window
 - Paper Prescriptions
 - Entered at concierge desk
 - New Ticket Categories
 - Internet Wait Time display
- Goals
 - Decreased Wait Times
 - Improved Satisfaction



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TRICARE OVERVIEW

MR. JARVIS SMITH

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Overview and Questions

- **TRICARE** is the health care program for uniformed service members, retirees, and their families around the world. TRICARE provides comprehensive coverage to all beneficiaries.



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TRICARE ONLINE PATIENT PORTAL SECURE MESSAGING

MRS. MARY POPE
MR. JAMES E. WILLIAMS

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TOL Secure Messaging

What is the TOL PP?

The TOL Patient Portal is the Department of Defense's online patient-focused portal providing access to online

health care information and services including Appointments, Health Record, Prescription (Rx) Refill, Service Separation/

Retirement, Secure Messaging and the Nurse Advice Line.

APPOINTMENTS

Make, change and cancel military hospital or clinic PCM and select self-referral appointments. View future and past appointments. Set up email and text message reminders. Set earlier appointment notifications. Act on behalf of yourself and your family members.



HEALTH RECORD

Securely view, download, print and share lab results, radiology results, medication profile, allergy profile, encounters, problem lists, immunizations and vital signs, for yourself and your family members under the age of 12.



RX REFILL

Refill your prescriptions for military hospital or clinic pick up. Check your prescription status. Access the TRICARE Mail Order Pharmacy. Act on behalf of yourself and your family members.



SERVICE SEPARATION/RETIREMENT

Access medical information and services for those separating from active duty service or the reserves. Information includes how to file a pre-separation claim, schedule a Separation History and Physical Examination.



NURSE ADVICE LINE

Call to talk to a registered nurse 24 hours a day, 7 days a week. Get health care advice, ask questions, or find out if you should get care.



SECURE MESSAGING

Communicate securely with your health care team.



www.TRICAREOnline.com



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TOL Secure Messaging
www.tolsecuremessaging.com

Patient to Physician Secure Messaging:

- Administrative Messaging
 - Note to Office
 - Appointments: Request and Reminder
 - Referral Request
 - Rx Renewal Request
 - Lab Tests: Request and Result Delivery
- Clinical Messaging
 - Note to Provider
 - Structured WebVisit®
 - Template Management for Patient Messaging
- Broadcast messaging
- Reminder Messaging
- Patient Education Library
- Physician to Physician Connectivity:
 - Clinical Messaging for Referrals and Care Collaboration
- Colleague to Colleague Messaging
- Patient Health Record Sharing



Medical Home Support Package



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HEALTHCARE EFFECTIVENESS DATA AND INFORMATION SET

CPT BRENDA ADAMS

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HEDIS Overview

HEDIS is an acronym for Healthcare Effectiveness Data and Information Set and is a widely used set of performance measures in the managed care industry developed and maintained by the National Committee for Quality Assurance (NCQA).

6 HEDIS Domains Covering Over 90 Metrics:

1. Effectiveness of Care
2. Access/Availability of Care
3. Experience of Care
4. Utilization and Risk Adjusted Utilization
5. Health Plan Descriptive Information
6. Measures Collected Using Electronic Clinical Data Systems

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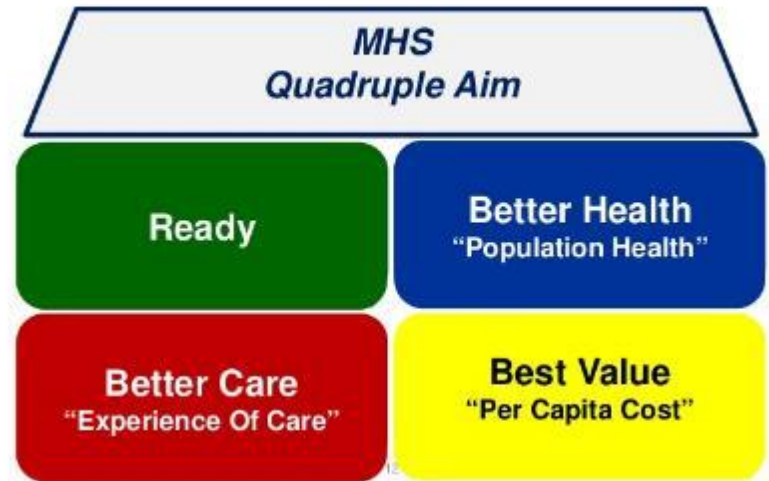
BMACH HEDIS

- **Breast cancer screening**
 - Every Year – 50-74 years old
- **Cervical cancer screening**
 - Every year – 21-64 years old
- **Colorectal cancer screening**
 - Every 10 years – 50-75 years old
- **A1C – Diabetes screening**
 - Every year – 18-75 years old
- **Chlamydia screening**
 - Yearly in sexually active women – 16-24 years old
- **Obesity screening**
 - Every 2 years – 18-74 years old

- **Why is it important for YOU?**
 - See the MHS Quadruple Aim

- **Call (762) 408-2273 to make an appointment for your next screening**

Putting It All Together...



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Parent to Parent

Ms. Bridget Davis, Parent Partner

800-229-2038

<http://www.p2pga.org>

The image features a dark blue background with four stylized fireworks in the corners. Each firework is composed of numerous thin, elongated shapes radiating from a central point, colored in shades of red and light blue. The fireworks are positioned in the top-left, top-right, bottom-left, and bottom-right corners, framing the central text.

THANK YOU FOR COMING!

Next meeting: Feb 5th

Topic: Spring Break Fun!