

## Preparing For Your Visit

Before your health care appointment, there are several things you can do to help make it a productive visit:

- Make a list of important questions you have for the Health Care Team.
- Be prepared to provide a good health history. This includes making a list of health care providers visited outside the clinic since your last visit including emergency room visits, civilian and military hospital admissions, and specialty doctors visits or referrals.
- Maintain and bring an accurate list of all medications; prescription, over-the-counter, herbal remedies, vitamins to your visit. Include a list of all your food and/or drug allergies.
- Bring a trusted friend or family member to your visit, if needed.

## Patient Satisfaction

We encourage our patients to provide feedback, positive or negative, to allow us to continually improve. Patients can provide feedback through:

- Joint Outpatient Experience Survey [www.ipsosresearch.com/joessurvey/](http://www.ipsosresearch.com/joessurvey/)
- Interactive Customer Evaluation (ICE): [ice.disa.mil/](http://ice.disa.mil/)
- WBAMC Patient Advocate by calling (915) 742-2692/2508

## Making Appointments

Making an appointment with your health care team is simple:

Call the **Central Appointment** line at (915) 742-2273

Visit **TRICARE Online** at <https://www.tricareonline.com>



Make an appointment at [Tricareonline.com](http://Tricareonline.com)

Utilize **Patient Portal Secure Messaging** to contact your Health Care Team at <https://app.mil.relayhealth.com/security/login/default.aspx?bid=DHA>



For more information about the **William Beaumont Army Medical Center** check out our website at:

<https://www.wbamc.amedd.army.mil/>

For professional health advice from a team of registered nurses call toll-free at 1-800-TRICARE(1-800-874-2273); select option 1, 24 hours a day, 7 days a week.

If you would like this trifold to be translated into your preferred language please ask one of our staff members and we will be glad to assist you.



## William Beaumont Army Medical Center

### Mendoza Pediatrics

### Patient Centered Medical Home



### Hours of Operation:

0700-1600

Monday through Friday

*Closed in the afternoon on the second Thursday of each month for training*

**Mission:** Deliver quality healthcare to Soldiers and beneficiaries at Fort Bliss to sustain a Ready Force; every encounter, every day

**Vision:** Readiness through patient-friendly access to high quality healthcare



## What is Different About a Medical Home?

In a Patient Centered Medical Home, you partner with a primary care clinician, nurses, and medics to take responsibility for your health and care coordination. This core team works with you over time to take care of new health concerns as they arise, ensure delivery of preventive screening and services, manage chronic health problems, and promote a spirit of health and wellness.

This relationship between you and your health care team is the heart of the Medical Home.

## Enhanced Role of Nursing

When you do come in for a visit, you will notice that your nurse and medic play a greater role than you might be used to. Your nurse and medic will spend more time listening to your concerns, help you communicate those concerns to your doctor, and then make sure that you understand the care plan and that all of your questions are answered.

## PCM Team

Each patient will partner with a team of healthcare providers, physicians, nurses, behavioral health, clinical pharmacists, physical therapy, and case management professionals to develop a comprehensive, personal healthcare plan.

You have the right to request a change to your Primary Care Manager, request a second opinion, or specialty care consult. You can discuss the process for selecting a new PCM, obtaining a second opinion, or obtaining a specialty care consult with anyone on your health care team.

## Access Options

Let us take care of your routine and urgent needs. Only use the emergency room for emergencies. We have same day appointments and future appointments. If none of these appointments satisfies your needs, you can leave a **telephone message** for your healthcare team via Central Appointments or use **Patient Portal Secure Messaging** to leave a Secure Message (Email). Office policy is to respond to messages within 1 working day. You will be notified by email when your provider replies to your message.

If our virtual options cannot address your medical need and you cannot get an appointment, consider walking-in to see us. Please understand that our walk-in services are subject to staffing limitations and may result in variable wait times.

## Appointment Availability

In your Medical Home, we make every effort to ensure you get an appointment when you want it including same day appointments. We strive to provide same day access for acute care with your health care team so that you won't have to rely on the emergency room for your primary care. For routine care, we strive to get you an appointment with your health care team within 7 days.

Studies show that when you receive care from the same health care team over time, hospitalizations, unnecessary lab tests, imaging studies, and prescriptions, are reduced.

## What If I Need Emergency Care?

An emergency is a sudden and unexpected medical condition, or the worsening of a condition, which poses a threat to life, limb or sight, and requires immediate treatment.

If you need emergency care, go directly to the emergency room at the hospital or call 911.

If you do go to an ER or receive care outside of your Medical Home, contact your Medical Home team as soon as you can. By keeping your health care team informed, you help the team better coordinate your care and ensure that you get the follow up care that you need.

## Your Rights and Responsibilities

In the Patient Centered Medical Home, you share responsibility for your health. We encourage you to take an active role in your care by asking questions, participating in self management activities, sharing in decisions that affect you and your family's health, and proactively communicating with your team when you receive care outside of your Medical Home.

To that end, we will go the extra mile to ensure that when you need care, you get care from your own health care team, the providers and nurses who know you and your family.