

LITTLE ROCK AIR FORCE BASE, ARK.

MEDICAL GUIDE

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Fax: 501-241-1126

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CLINIC TELEPHONE NUMBERS

- Main Appointment Line..... 987-8811
- Main Pharmacy 987-7446
- Refill Pharmacy 987-7457
- or 877-329-5762
- Family Health Clinic..... 987-3080
- Flight Medicine Clinic..... 987-7319
- Physical Therapy Clinic..... 987-7466
- Dental Clinic..... 987-7304
- Diagnostic Imaging (Radiology)
- 987-7467
- Laboratory..... 987-7281
- Health and Wellness Center 987-7288
- Mental Health Clinic 987-7338
- Family Advocacy Clinic 987-7377
- Immunization Clinic 987-7312

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- Clinical Laboratory..... 987-7281
- Dental 987-7304
- Diagnostic Imaging (Radiology)
- 987-7467
- Family Advocacy 987-7377
- Family Health 987-8912
- Flight Medicine 987-7319
- HAWC 987-7288
- Mental Health..... 987-7338
- Optometry..... 987-8702
- Pediatrics 987-7245
- Pharmacy 987-7446
- Physical Therapy 987-7466
- Physiological Training..... 987-7389
- Public Health 987-7209
- TOPA 987-1285
- Women's Health Clinic 987-7466

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(Writing, Reading, Elementary Algebra.)
Meet minimum standards
for college entrance Test,
pass drug test, and Arkansas State
Police background check.

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FROM THE COMMANDER

Hello Team Little Rock! First, I would like to extend my most sincere gratitude to you as beneficiaries. Our fantastic 19th Medical Group staff works tirelessly every day to provide the highest-quality, safest care possible to you, and I could not be more proud of them. Over the last 9 months, it has been my privilege to serve as the 19 MDG Commander alongside them.

If there is one thing that has guided our posture as a team recently, it has been our push to become a more ready force. The 19 MDG team has stepped up to answer that call, helping ensure the medical readiness of both real-world deployers and exercise participants – all while sharpening and honing our own skills to be prepared to provide world-class care in a deployed environment. In the end, that effort has made us more prepared to do our jobs, regardless of the circumstances or location.

And in addition to that, we are preparing for the transition of military treatment facilities to the Defense Health Agency. Trust me when I say I know this process involves a sense of the unknown – but we are committed to keeping our beneficiaries as informed as possible as the Department of Defense works to make health care delivery a more efficient and patient-centered process.

This guide is intended to give you a roadmap to the available services we offer at the 19 MDG. From Bioenvironmental Engineering to Public Health, from the Pharmacy to the Family Health Clinic and all we do in between, I hope this document gives you valuable information to help you get to the right services. But remember, we are always here to help!

I would like to leave you with my sincere optimism about the future of our ability to continue to serve the Airmen, families and veteran community right here at the Home of Combat Airlift. That ability is ensured by our outstanding team of providers, staff and volunteers, all of whom are dedicated to ensuring the best possible care for those who have served our Nation.



Col. Imelda Catalasan
19th Medical Group commander



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PHONE NUMBERS

Clinic Telephone

Main Appointment Line987-8811
Main Pharmac y987-7446, Option 5
Refill Pharmacy..... 987-7446, Option 6
Automated Prescription Refill Line
..... 987-7446, Option 4 or 877-329-5762
Family Health Clinic..... 987-3080
Flight Medicine Clinic.....987-7319
Physical Therapy Clinic.....987-7466
Dental Clinic..... 987-7304
Diagnostic Imaging (Radiology .)987-7467
Laboratory987-7281
Health and Wellness Center987-7288
Mental Health Clinic 987-7338
Family Advocacy Clinic.....987-7377
Immunization Clinic.....987-7312

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Family Health.....987-8912
Flight Medicine987-7319
Health and Wellness Center (HAWC)
.....987-7288
Mental Health987-7338
Optometry 987-8702
Pediatrics987-7245
Pharmacy987-7446
Physical Therapy987-7466
Physiological Training 987-7389
Public Health987-7209
TOPA987-1285
Women's Health Clinic987-7245

PHARMACY SERVICES

HOURS OF OPERATION

Prescription Drop Off: 7:30 am -4:00 pm
Prescription Pick Up: 7:30 am -4:30 pm
Monday-Friday, closed Federal Holidays

PHARMACY NUMBER

(501) 987-7446

AUTOMATED REFILL CALL-IN SYSTEM

(501) 987-7457

(877) 329-5762

Order Refills On-Line: www.tricareonline.com

PRESCRIPTION PROCESSING: To start processing your prescription, get a number from the kiosk in the clinic lobby at the help desk for the service you require. There are two pharmacies located in the clinic: the Main Pharmacy and the Refill Pharmacy.

Main Pharmacy:

Prescriptions from Off-base Providers
Electronic Prescriptions

Refill Pharmacy:

All Prescription Refills
Prescriptions from On-base Providers

ELECTRONIC PRESCRIPTIONS: Faxed prescriptions cannot be accepted; however, your provider can submit your prescription electronically! Ask your provider to send your prescription to DOD LITTLE ROCK EPHCY, then check in at the Main Pharmacy to have your prescription filled. (Note: Prescriptions for Controlled Substances cannot be submitted electronically)

REQUESTING PRESCRIPTION REFILLS: Please use the Automated Refill Call-In System or TRICARE Online to order your refills! Refill requests received before 12:00 pm will be ready after 12:00 pm in 2 duty days.

DON'T WASTE TIME AND MONEY: Failure to pick up your prescriptions is a huge waste of time and money. If you do not pick up your medication within 10 duty days it must be returned to stock or in most cases... destroyed. This wastes a lot of money and man hours! If you can't pick up your medication within 10 duty days... please give us a call!

PICKING UP PRESCRIPTIONS: When picking up prescriptions you must show your military ID or if you're picking up medications for someone else, have a copy of their military ID front and back. This does not apply to dependent children under 18 years of age in most cases. Ask a pharmacy staff member for more information.

MEDICATION FORMULARY: The formulary is available at www.littlerock.af.mil and on the 19 MDG homepage www.littlerock.af.mil/units/19thmedicalgroup/index.asp. If a medication is not on our formulary, our clinical pharmacist will determine if it can be ordered based on TRICARE guidelines and your medication



U.S. Air Force photo by Tammy Reed

U.S. Air Force Senior Airman Darrielle Chark, 19th Medical Support Squadron pharmacy technician, quality checks a prescription in the 19th Medical Group Main Pharmacy April 17, 2019 at Little Rock Air Force Base. The pharmacy accepts both military and civilian prescriptions for eligible beneficiaries.

history. This process may take up to 5 duty days.

PRESCRIPTION DROP BOX: Don't want to wait? No problem! A prescription drop box is located at the clinic help desk for new hard copy and electronic prescriptions! Fill out one of the envelopes provided, include the hard copies of your prescriptions or indicate on the envelope that you have electronic prescriptions, and drop it in the box. Your prescriptions will be ready after 12:00 pm the next duty day.

PRESCRIPTION TRANSFERS: If you have prescription refills on a medication that you filled at another pharmacy (military or civilian), bring the original label to the pharmacy and request a prescription transfer. This process takes 3 duty days and some restrictions apply. Ask one of our pharmacy staff members if you have questions.

DISPOSE OF YOUR OLD MEDICATION: We have a medication disposal site in our clinic lobby for you to dispose of medications you no longer need. Please do not use our disposal site for illegal drugs or for sharps (needles, etc.). The laboratory has a process for collecting used sharps and sharps containers.

For more information on the TRICARE pharmacy benefit, visit <http://www.tricare.mil/CoveredServices/Pharmacy.aspx>.

MEDICAL RECORDS

Medical records are the property of the United States Government and keeping them at the medical treatment facility (MTF) is a legal requirement. The MTF commander is the custodian and relies on the clinic staff to ensure custodian responsibility is met. Medical records will be charged out when required and taken to the clinic for scheduled patient appointments and proper custody and control of medical records are required per AFI 41-210, TRICARE Operations and Patient Administration. Every effort is made to ensure that each provider has access to their patient's medical record at their clinic appointment. For appointments outside the MTF, patients are given copies of pertinent information to take with them on their visit, if requested.

Request for medical documents from outside sources must have a proper release statement signed by the patient or guardian (these forms may be obtained from clinic personnel). All patients are authorized one free copy of their medical record. Individuals separating or retiring and wanting a copy of their record will be provided one free copy of their entire medical record which should be requested 30-60 days prior to separation/retirement. All requests for medical records must be in writing (forms can be obtained from the referral management center front desk) from the individual or parent/guardian (if under 18).

To better manage our patients' care, patients are asked to keep their contact information (phone number and address) updated in DEERS. Patients may accomplish this by going online at <http://www.tricare.mil> or reporting to the 19th Force Support Squadron (FSS) in building 1255.

MEDICAL SPECIALTY REFERRALS

The 19th Medical Group does not have the capability to provide the full spectrum of specialty care. Therefore, we rely on the TRICARE network to meet your specialty care needs. The Little Rock area is rich in medical specialists, primary care managers, ancillary care facilities, and medical centers. It is extremely rare we are required to send a patient outside the local area for definitive medical care. Due to these capabilities, a significant number of special needs patients are assigned to Little Rock AFB. Contact the 19th Medical Group if you have special medical needs required by a family member.

Humana Military Healthcare Services, our TRICARE contractor, has established a robust network of over 2,200 providers, a large number of ancillary care providers, and 12 medical centers in the Little Rock area. Specialty referrals from your primary care manager are normally processed and approved within 72 hours. You may obtain your authorization by logging into www.humana-military.com or wait until you receive an authorization letter in the mail. The authorization letter will be mailed to your DEERS address and received within eight business days. You may also call 1-800-444-5445 after 72 hours to receive your authorization status. Once an appointment is scheduled, be sure to call the referral management center at 501-987-1285 to discontinue the automated referral reminder phone calls. If you desire, the specialty provider may be



U.S. Air Force photo by Tammy Reed

U.S. Air Force Airman 1st Class Marishell Gacuya, 19th Medical Support Squadron Referral Management Center clerk, answers a question at the TRICARE Operations and Patient Administration front desk at the 19th Medical Group April 17, 2019 at Little Rock Air Force Base. The 19th Medical Group does not have the capability to provide the full spectrum of specialty care, therefore, it relies on the TRICARE network to meet specialty care needs.

changed, to another TRICARE network provider, by calling 1-800-444-5445. It is imperative that you verify your referral authorization before attending the appointments.

Please be advised, your specialty referral is valid for a specified period of time and a specified number of visits. If either of these is reached, the authorization expires. If your authorization expires and needs to be renewed, contact your primary care manager at 501-987-8811 for assistance. In addition, you may visit the referral management center or call 501-987-1285 for information or assistance.

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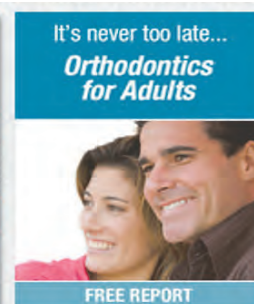
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PEDIATRIC SERVICES

ENROLLMENT

Enrollment into the Pediatric Clinic can be accomplished by contacting HUMANA military at 1-800-444-5445. All TRICARE Prime enrollees 12 years old and younger are automatically empaneled to the Pediatrics Clinic. Upon parent or guardian request, children 8 and older may be enrolled to the Family Health Clinic and children ages 13 to 17 may remain in Pediatrics. Children 13 years and older are automatically enrolled to the Family Health Clinic.

SERVICES

Accessible services in the Pediatric Clinic include: treatment of acute/urgent medical problems, wellness visits such as well-baby examinations, school physicals, management of chronic conditions like asthma or ADHD, and routine care for non-urgent issues. Additionally, the clinic offers walk-in services for sore throat cultures, suture removals, staple removals and repeat wart treatments between 9:00-11:00 am and 1:00-3:00 pm, Monday to Friday.

MAKING AN APPOINTMENT

The recommended method of scheduling appointments is through TRICARE On-line, which is available 24 hours a day, 7 days a week at <http://www.tricareonline.com>. Another option for booking appointments is to call central



U.S. Air Force Senior Airman Tiffany Babcock-Kochera, 19th Medical Operations Squadron pediatric element technician, checks the weight of Heidi, 3, on March 24 at Little Rock Air Force Base. The 19th MDOS provides primary care, mental health and comprehensive preventive health services to approximately 40,000 non-active duty beneficiaries in central Arkansas.

appointments at 501-987-8811 or 800-557-6815, Monday through Friday (closed holidays and base/MAJCOM down days and one day per month for training), 7:00 am -4:00 pm.

SECURE MESSAGING

RelayHealth secure messaging is the preferred way to communicate with your child's primary care team. Your child's provider can answer non-urgent questions, sign paperwork and even view pictures of rashes and minor injuries you have sent, without you even setting foot in the clinic.

URGENT CARE

For more urgent issues that need to be seen by a provider within 24 hours, please use TRICARE On-line or call Central Appointments to book an appointment with your child's primary care team. In the event that your child needs care outside of the facility business hours, pre-authorization may be obtained from the TRICARE Nurse Advice Line at 501-987-8811, option 2.

If your child requires urgent medical care and he or she is outside of the Little Rock Air Force Base local area, you should call HUMANA Military at 1-800-444-5445 for authorization to be seen at the nearest TRICARE approved treatment facility in the area. Please be sure to include the location you choose to visit.

QUICK INFO

The TRICARE Retiree Dental Program (TRDP) ended on Dec 31, 2018 and Jan 2019, dental and vision plans were only available through the Office of Personnel Management's Federal Dental and Vision Insurance Program (FEDVIP). You must enroll in a FEDVIP plan during open season, Nov 12 – Dec 10.

TRICARE for Life information is available by either contacting 1-866-773-0404 or visiting www.TRICARE4u.com

WOMEN'S HEALTH CLINIC

Women's Health (gynecology) services are offered at the 19th Medical Group in both the women's health and family health clinics. Physicians, physician assistants, and nurse practitioners provide services and counseling in the family health clinic. In addition to annual well woman exams and gynecological exams, the following services are offered to include but are not limited to: evaluation and treatment of abnormal pap smears (colposcopy), abnormal vaginal bleeding, vaginal infections, pelvic pain, long acting reversible contraception and sexually transmitted diseases. Counseling services offered include, but are not limited to: breast cancer genetic counseling, family planning, preconception, contraceptive services, infertility, and premenopausal/menopausal issues including hormone replacement therapy. Obstetrical care and gynecological

surgical consults are deferred to network providers.

Active duty members and non-active duty TRICARE Prime enrollees may be seen in either the Women's Health or Family Health clinics. Appointments may be made by calling the appointment line at 987-8811, 7:00 am to 4:00 pm, Monday thru Friday (except holidays/training days).

Non-active duty Prime enrollees may also be seen in network partner facilities for annual women's health screening exams without a referral. If you or your dependent chooses to select this option, please ask for records to be provided to your primary care clinic, or hand carry a copy of the note documenting this visit to 19 MDG. This option may also be associated with a co-pay expense depending on the findings on the exam.



U.S. Air Force photo by Tammy Reed

U.S. Air Force Senior Airman Jesus Flores, 19th Medical Operations Squadron medical health technician, gives the influenza vaccine to U.S. Air Force Senior Airman Adam Bailey, 19th Medical Group, April 17, 2019 at Little Rock Air Force Base. The 19th MDG Immunization Clinic keeps Little Rock AFB members fit to fight by providing immunizations as the first line of defense for preventive health care.

IMMUNIZATION CLINIC

The 19 MDG Immunization Clinic is working hard to keep Little Rock AFB members fit to fight by providing immunizations as the first line of defense for preventive health care. We offer vaccinations to prevent disease and infection from a host of illnesses that are known exposure risks in our worldwide theaters of operation. To contact the immunization clinic directly please call 501-987-7312/2927. Regular hours are Monday, Tuesday, Wednesday and Friday from 7:30 am - 11:30 am and 12:30 pm - 4:00 pm and on Thursday 7:30 am - 11:30 am and 12:30 - 4:00 pm, for all eligible beneficiaries on a first-come, first-serve basis. All active duty members will take precedence during these hours. Hours may be adjusted during exercises, heavy deployment times, mass flu lines, etc.

Pre-deployment processing days are Tuesdays and Thursdays, 8:00 am - 11:30 am and 12:30 pm - 4:00 pm, in conjunction with public health medical out-processing; this may cause longer wait times for non-deployers and dependents during these days/hours.

Yellow fever vaccinations will be scheduled by the immunizations clinic due to availability of vaccine.

Small pox vaccination is given on Thursdays (expect for training days) from 3:30 pm - 4:00 pm.

TB skin tests (PPD) are offered every weekday except Thursday (and Friday if the following Monday is a holiday).

Flu vaccinations are offered annually when the vaccine becomes available and will be administered until supply runs out or vaccine expires. Flu shots are mandatory for active duty personnel and optional for civilian employees.

Well-baby shots for infants and children are provided on a walk-in basis Monday through Friday, 7:30 am - 11:30 am and 12:30 pm - 4:00 pm.

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Little Rock
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Conway
1080 Pats Ln., Ste. 4

Additional Locations: White Hall: 202 Frankie Ln. & Benton: 115 McNeil St.

www.ArkansasSpineAndPain.com

FAMILY HEALTH CLINIC

The 19th Medical Group Family Health Clinic (FHC) offers comprehensive medical care for all age groups including: routine preventive care, treatment for acute illnesses, minor injuries and, chronic problems.

Providers also perform a variety of outpatient procedures to include, but not limited to, wart treatments, skin biopsies, cyst and soft tissue removal, limited splinting, and joint injections.

Upon arrival at the base and enrollment into our clinic, patients will be assigned to a 19 MDG Patient Centered Medical Home (PCMH) team. PCMH teams are composed of physicians, physician assistants, nurse practitioners, nurses, and medical technicians. In order for a patient to get to know the PCMH team, most medical appointments will be made with the assigned primary care manager (PCM). It is important for a patient to get to know his/her PCM as it allows for familiarization of his/her medical history and better continuity.

In addition to routine appointments, the FHC provides walk-in services for sore throat, certain injections, suture/staple removal, provider directed blood pressure checks, suspected urinary tract infections for females over age 18 and pregnancy testing between 8:00 am-11:00 am and 1:00 pm-3:00 pm. However, an appoint-

ment may be required if your PCM deems necessary.

Appointments may be booked online with your PCM by visiting TRICARE online at <http://www.tricareonline.com>. Appointments may also be made by requesting via our secure messaging service, calling central appointments at 501-987-8811 or 800-557-6815, Monday through Friday (except holidays and training days), 7:00 am-4:00 pm. Patients are strongly encouraged to consult the TRICARE Online website, which contains medical advice on a variety of common conditions, before calling for an appointment.

TRICARE Prime access standards are as follows:

1. **Emergency Care:** The 19 MDG does not have an emergency room so you will be directed to the closest emergency department. Emergency circumstances involve chest pain and any condition where there's possible loss of life, limb, or eyesight.

2. **Urgent (acute) Care:** Acute care is defined as a non-emergency illness or injury for which medically necessary treatment is needed. An urgent care condition will not result in further disability or death if not treated immediately; however, treatment should take place within 24 hours of illness.

3. **Routine Care:** Routine care is for



U.S. Air Force photo by Tammy Reed

U.S. Air Force Airman 1st Class Haydon Korob, 19th Medical Operations Squadron medical health technician, performs a blood-pressure check on Stacie Smith, April 17, 2019 at Little Rock Air Force Base. The 19th Medical Group Family Health Clinic offers comprehensive medical care for all age groups including: routine preventive care, treatment for acute illnesses, minor injuries and, chronic problems.

non-acute, routine medical conditions or questions. This also includes visits for ongoing (chronic) pain, annual check-ups, routine pap smears, medication refills/changes, and specialty referrals as deemed appropriate by the PCM.

If you require urgent care after hours, you may reach the on-call service by calling 987-8811. After-hours urgent care requires pre-authorization for active duty

members only. If you are out of the local area and require urgent medical care, you should call 1-800-444-5445 for the nearest TRICARE approved treatment facility in the area. Active duty personnel are required to notify his/her PCM the next duty day after a visit to a ER to coordinate follow-up care or duty restrictions as needed.

NON-FLY & OPERATIONAL PHYSIOLOGY

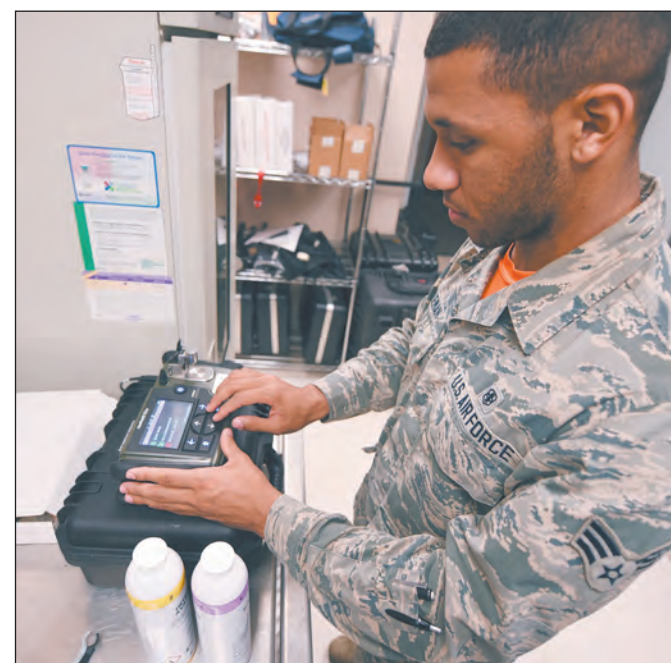
The Air Force Medical Service is restructuring all active duty care as separate from dependent care following disease tracking workflows initially employed for flying operations personnel. The care in the operational medicine clinic will include all services previously offered to active duty patients in the Family Health clinic with a focus on providing readiness centered primary care and active management of duty restrictions and capabilities. The clinic will also have an increased focus on occupational and preventive medicine. The operational medicine staff will be assigned by squadron and work closely with commanders and units to understand the unique needs of the operating environment and support required to maintain every mission.

BIOENVIRONMENTAL ENGINEERING FLIGHT

The Bioenvironmental Engineering (BE) Flight develops plans and implements activities as part of the 19th Medical Group's preventive health program as well as maintaining compliance with local, state, Air Force, and federal occupational health mandates. Major BE activities focus on assessing health risk in the areas of industrial hygiene, radiation protection, environmental protection, and readiness. Additionally, the flight initiates, directs, conducts, and reports on all health and safety activities to the base populace, as well as state and federal regulators as required. The industrial hygiene program is a critical portion of the "Team Aerospace" preventive health and occupational medicine mission for both home station and deployed operations via various industrial work facility routine assessments.

BE also ensures base airmen are prepared for operations in a Chemical, Biological, Radiological, Nuclear, Explosives (CBRNE) environment by providing required fit testing for gas masks. Additionally, assistance to the medical treatment facility commander may be required in the medical aspects of CBRNE. In any emergency situation, BE response members apply their routine occupational health principles of analyzing and controlling hazards to protect the health of the public and other emergency responders.

For more information on BE programs, call 501-987-7398.



U.S. Air Force photo by Senior Airman Harry Brexel

U.S. Air Force Senior Airman Emery Coleman, 19th Aerospace Medicine Squadron bioenvironmental engineering technician, uses a Hazardous Material Identification System to check a soil sample for contaminations March 24 at Little Rock Air Force Base. Bioenvironmental engineering technicians respond to terrorist attacks, natural disasters and accidents to identify potential health hazards.

PUBLIC HEALTH

Public Health (PH) develops, plans, and implements military PH activities related to Force Health Management (FHM) and Community Health. PH hours of operation are Monday through Friday, 7:30 AM to 4:30 PM. Pre-deployment clinic hours for flyers are Tuesdays and Thursdays at 2:00 pm and non-flyers are Tuesdays and Thursdays from 8:00 AM to 10:00 AM; an appointment must be made by the Unit's Deployment Monitor. Post-deployment in-processing hours are Monday through Friday from 8:00 AM to 2:00 PM. FHM includes Deployment Medicine and Occupational Health. Before individuals are able to leave for deployment, they must be medically cleared by the medical group. PH monitors health status of personnel with orders to deploy and ensures that all members receive proper medical care required for the deployed environment. Post-deployment processing is conducted within the first 5 days of returning to Little Rock AFB at PH. Members are required to bring their sealed medical record and CAC card. Additionally, PH must provide medical threat briefing to deploying personnel and commanders.

PH also monitors occupational hazards that may threaten the safety of installation personnel. PH establishes procedures to identify personnel requiring pre-placement, periodic, and termination medical examinations. PH receives notification of all positive pregnancy tests in order to mitigate occupational hazard risks to both mother and fetus. This flight also serves as the technical advisor for planning and presenting occupational health education programs.

PH monitors individual medical readiness (IMR) requirements for active duty. Individuals who are due or overdue for IMR requirements will be notified via email or by their Unit Health Monitor. IMR is also tracked and reported to commanders in many different forums. IMR gives the commanders a snapshot of who is medically ready to deploy. Everyone can check their own IMR status through the Air Force portal under "Fitness/Health" tab then clicking medical, My IMR/ASIMS – Medical Readiness & Deployment Health.

Included within the Community Health Element are communicable disease control and prevention, food safety and defense, medical entomology, sanitary compliance,



U.S. Air Force photo by Tammy Reed
Lisa Sheerer, 19th Aerospace Medicine Squadron Public Health clerk, answers the telephone while working at the Public Health front desk at the 19th Medical Group clinic April 17, 2019 at Little Rock Air Force Base. Public Health develops, plans, and implements military public health activities related to Force Health Management and Community Health Management.

and Public Health contingency response. PH conducts epidemiological surveillance on various communicable diseases and ensures members are treated in accordance with CDC, state, and AF guidelines. PH also provides health briefings to high-risk groups, or as requested by various agencies. PH also leads the food safety and public facility sanitation programs by inspecting all relevant facilities and ensuring compliance with the Tri-Service Food Code.

PH plans and develops a medical entomology program in close collaboration with Pest Management. It includes providing prevention and control recommendations on the prevention and control of vector-borne diseases such as Lyme disease, Tularemia, West Nile Virus and Zika by monitoring mosquitoes and ticks throughout the year using traps and other methods.

Questions regarding communicable diseases, food safety, occupational hazards, medical intelligence, or other public health programs can be made in person, or by phone at 987-7209, or by email at usaf.littlerock.19-mdg.list.19-mdg-public-health@mail.mil.

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- JOINT PAIN
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- MUSCLE PAIN
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EFFECTS OF LASER THERAPY TREATMENTS

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- REDUCES INFLAMMATION
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DIAGNOSTIC IMAGING SERVICES (RADIOLOGY)

The radiology department provides a wide selection of routine radiology, DEXA (bone density) and ultrasounds exams. All x-ray and bone density exams are performed on a walk-in basis, while ultrasound exams typically require an appointment. In certain circumstances, ultrasounds can be performed same-day depending on the technician's current schedule and prior coordination from your provider.

The radiology department accommodates TRICARE beneficiaries assigned to the facility of all ages from newborns to the elderly with our digital x-ray rooms. We provide required annual x-rays for flight physicals and readiness requirements for our transitioning deployers. For your convenience we can pull prior exams from other bases for comparison or if the exam is needed for an off-base appointment. Operating hours are 7:30 am – 4:30 pm, Monday-Friday.

At this time we do not accept prescriptions from chiropractic clinics. Please consult with your primary care manager (PCM) prior to coming to the radiology clinic if you have a script from a chiropractor.

The 19th Medical Group staff requests diagnostic imaging services through the Composite Health Care System (CHCS). Upon completion of the exam, the images are sent electronically to the USAF Academy for interpretation. Following interpretation of the exam an electronic report is transmitted back to our providers for them to view, this process can take up to 3 business days. Diagnostic imaging personnel are NOT authorized to discuss what is seen on exams or release exam results to patients. Please reach out to your PCM for exam results. Results may also be obtained online through TRICARE online/MiCare approximately 7 business days following your exam.

Diagnostic imaging orders from civilian providers are welcome. Patients wishing to have exams performed for their civilian doctor may do so provided they have a signed script from the doctor. All scripts must have the exam needed with a correlating history (i.e. R. knee x-ray, pain and tenderness following fall 5 days ago), valid phone and fax numbers. Results will be faxed to off-base providers after they have been interpreted by a radiologist.

If you have any questions or need further assistance please call 501-987-7467.



U.S. Air Force photo by Tammy Reed

Joshua Hardcastle, 19th Medical Support Squadron radiology technician, x-rays the left foot of U.S. Air Force Airman 1st Class Heather Clayton, 19th Maintenance Squadron. The Radiology Department provides a wide selection of routine radiology exams, DEXA scans (bone density) and ultrasounds.

QUICK INFO

Unmarried biological, step-children and adopted children are eligible for TRICARE until age 21.

Children from 21-23 years old may be eligible if they are enrolled full time in college and have updated this info in the Defense Enrollment Eligibility Reporting System DEERS system. To update in the DEERS system, the sponsor must provide 19 FSS with a letter from the college and get the child a new military ID card.

You're eligible for TRICARE for Life if you have Medicare Part A and Part B, no matter your age or where you live. Eligibility begins on the first day you have both Medicare Part A and Part B.

To check your TRICARE-eligibility, call the DMDC Support Office at 1-800-538-9552.

MEDICAL EVALUATION BOARD (MEB) OFFICE

The purpose of a Medical Evaluation Board (MEB) is to maintain a fit and vital force. To achieve that end, disability law authorizes the Secretary of the Air Force to separate those military members who can no longer perform the duties of their office, grade, rank, or rating and to ensure fair compensation to those whose military careers are cut short due to a service-incurred or service-aggravated medical condition.

Little Rock AFB is using the Integrated Disability Evaluation System (IDES). The purpose of the MEB Office is to explain your options and what you can expect during each step of IDES. The IDES is a joint Department of Defense (DoD)/Department of Veterans Administration (DVA) program which was created to improve the transparency of the Disability Evaluation System (DES) and timeliness of the transfer between your military service and receipt of DVA benefits and compensation. In other words, you can expect to receive your post-service DVA benefits much faster, typically within 30 days after separation.

There are four main phases under IDES: The MEB phase,

the VA Benefits phase, the Physical Evaluation Board (PEB) phase, and the Transition phase. Part of the VA benefits stage of your MEB, you will complete a DVA claim form identifying all conditions incurred during your military service, whether they impact your ability to do your job or not. Your Military Service Coordinator (MSC), a local DVA representative, will help you with the DVA claims process. The VA will perform a medical exam which will be used by the Air Force in determining your fitness for duty and by the VA in determining your disability ratings. The PEB will decide which condition(s) (if any) makes you unfit for continued service (if any) and will send the case file to the VA disability ratings office, who will determine your disability ratings. The PEB will apply the VA ratings to your unfit conditions. Your local Physical Evaluation Board Liaison Officers (PEBLO) will explain each step to you and will give you the results of the PEB.

For more information, please contact 501-987-8386, 987-7400, and 987-1298.

FLIGHT AND OPERATIONAL MEDICINE CLINIC (FOMC)

BASE OPERATIONAL MEDICINE CLINIC (BOMC)

The Air Force Medical Service restructured flight and operational medicine by separating primary care and occupational medicine services into two distinct clinics, with the goal of improving care and creating more efficient and patient-centered workflows for active duty personnel. The Flight and Operational Medicine Clinic (FOMC) focusses on providing readiness centered primary care. The Base Operational Medicine Clinic (BOMC) has dedicated clinics for Airman exams that focus on occupational and preventive medicine. The flight surgeons and aerospace medical service technicians work hand-in-hand with bioenvironmental engineering, public health, optometry, aerospace physiology, and the health and wellness center in the workplace as well as in the clinic. The flight medicine staff understands the unique needs of the flying environment and support required by ground units to maintain that mission. This makes the flight medicine clinic the natural consultants to the commanders and the rest of the medical group for prevention and occupational medicine.

The BOMC/FOMC is open 7:30 am – 4:30 pm, Monday – Friday and closed at 2:00 pm on all Wednesdays for training. The clinic also offers return to flight status and airsickness exams for active-duty fliers Monday – Friday, 7:30 – 7:45 am and 12:45 – 1:00 pm daily, except when closed due to training events. All other appointments are available for active duty during normal duty hours by calling the BOMC/FOMC front desk at (501) 987-7319 or by calling central appointments at 987-8811. You must contact the BOMC/FOMC front desk at (501) 987-7319 during normal duty hours in order to schedule a flight physical or to schedule a flight waiver exam.

In addition, FOMC provides emergency medical response for in-flight emergencies during duty hours. Little Rock AFB has 911 response to the flight line and a flight surgeon on call 24 hours a day in order to respond to any operational aeromedical emergency that occurs after duty hours. To contact the on-call flight surgeon for in-flight medical emergencies after duty hours, call the 19th Airlift Wing Command Post at 987-1900.

Quick Info

Qualifying Life Events

A qualifying life event (QLE) is a change in status that results in a change in TRICARE coverage. You can enroll in or make changes to your plan when you or someone in your family experiences a QLE. Eligible beneficiaries may elect to enroll or change their enrollment in TRICARE Prime or TRICARE Select within 90 days of a QLE.

Military Changes Family Changes

- Activating
- Getting Married
- Deactivating
- Getting Divorced

- Deploying
 - Having a Baby or Adopting
 - Injured on Active Duty
 - Children go to College
 - Moving
 - Children Become Adults
 - Separating from Active Duty
 - Becoming Medicare-Eligible
 - Retiring
 - Death in Family
 - Loss or Gain of Other Health Insurance
- TRICARE for Life information is available by either contacting 1-866-773-0404 or visiting www.TRICARE4u.com



U.S. Air Force photo by Tammy Reed

U.S. Air Force Senior Airman Ryan Turner registers U.S. Air Force 2nd Lt. Chase Gossett, 158th Airlift Squadron, to the Flight Medicine Clinic. The flight medicine staff understands the unique needs of the flying environment and support required by ground units to maintain that mission, making them the natural consultants to commanders and the rest of the medical group for prevention and occupational medicine.



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LABORATORY SERVICES

The Clinical Laboratory provides a wide selection of routine and urgent testing in a modern state-of-the-art facility. The latest technology and instrumentation is utilized to analyze samples in the prevention, detection, and monitoring of patient health. The Clinical Laboratory is accredited biennially by the College of American Pathologists and was re-accredited in February 2019.

Our laboratory staff hold civilian laboratory credentials with either the American Society for Clinical Pathology or the National Certification Agency for Clinical Laboratory Personnel. Our local testing menu includes: Rapid Flu testing, Rapid Strep A testing, Urinalysis, Hematology, Serology, and Clinical Chemistry. For tests not available in-house, we collect and refer to other military or civilian laboratories with a 7-14 day turnaround time.

The laboratory can accommodate patients from newborns to the elderly and offers testing for routine and urgent care, as well as preventive medicine, to our military family. We are also involved in medical readiness to include the collection and submission of required testing for personnel deploying. Operating hours are from 7:30 am – 4:30 pm, Monday - Friday, with on-call support available for aircraft

incidents and medical-legal testing.

Requests are processed electronically using the Composite Health Care System (CHCS). The 19th Medical Group providers create laboratory orders using CHCS, which are then received and processed by the laboratory. Once testing is completed and certified by the lab staff, the results are immediately available, electronically, to the ordering provider via their CHCS or AHLTA. We ask that you contact your provider or clinic for your test results; the Clinical Laboratory is NOT authorized to release test results to patients. Another option for obtaining your clinical results is utilizing the "Blue Button" link in TRICARE online accounts which will display your test results within 7 days after they have been resulted.

Laboratory orders from civilian providers are also welcome. Patients wishing to have laboratory testing performed for their civilian provider need to have a written order signed by their doctor along with a valid voice and fax phone number. Results are faxed to off-base providers once ALL testing is completed.

The Clinical Laboratory is here to serve you. If you have any questions or need further assistance please let us know. We can be reached at (501) 987-7281/7438.



U.S. Air Force photo by Tammy Reed

Cecilia Martinez-Cruz, 19th Medical Support Squadron laboratory technician, draws a blood sample from U.S. Air Force Tech. Sgt. Brandon Bascue, 189th Aircraft Maintenance Squadron, April 17, 2019 at Little Rock Air Force Base. The laboratory can accommodate patients from newborn to the elderly and offers testing for routine and urgent care, as well as preventive medicine.

MENTAL HEALTH

The Mental Health Flight provides services in three clinics offering prevention, assessment, and intervention with the goal of ensuring Airmen are able to meet duty requirements.

The Mental Health Clinic provides psychotherapy and medication management services to active duty members for anxiety, depression, trauma, and other distress that interferes with optimal function. Same-day services are available for members in extreme distress including those who are suicidal, homicidal, or psychotic. Commanders may request a mental health assessment if there are concerns for a member's safety or degradation of duty performance due to a potential mental health condition.

The Family Advocacy Program (FAP) clinic serves active duty members, as well as their families, intimate partners, and children to provide prevention, educational classes, and treatment services for marital counseling, improving communication, parenting, and anger manage-

ment. Commanders shall contact Family Advocacy in cases of suspected or known domestic violence or other family maltreatment. The New Parent Support Program (NPSP) provides in-home visits to families with children age 3 years or younger to offer education in parenting and stress management.

The Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program clinic provides services for active duty members to address misuse of alcohol or other substances including illicit drugs or prescription medications. Commanders shall contact ADAPT in cases of suspected substance misuse or an alcohol or drug related incident such as DUI, underage alcohol use, or injury while intoxicated.

Psychoeducation Classes covering relaxation, sleep, and mindfulness are offered for all 19 MDG beneficiaries and do not require enrollment in other Mental Health services. Appointments can be made by phone at 987-7338

(Mental Health, ADAPT, psychoeducation classes) or 987-7377 (Family Advocacy, NPSP) or by walking into the clinic.

Each clinic provides Consultation to Base Leadership at all levels. All individual services are confidential with the exception of cases of significant risk to people or mission. In fact, 98% of cases are never discussed with the member's leadership. The flight also offers Outreach and Prevention across the installation to help commanders identify and meet the needs of their units and personnel including Commanders' Calls, special events, Wingman Day, and unit walk throughs. The Disaster Mental Health (DMH) Team provides consultation to commanders and psychological first aid following all hazards incidents, death of unit personnel, or other disasters. Commanders may consult the DMH team chief 24/7 through the 19 AW Command Post at 987-1900.

HEALTH PROMOTIONS

Health Promotions (HP) is a part of the 19th Aerospace Medicine Squadron and is located in the fitness center. HP develops and implements performance enhancing programs that impact the health and wellbeing of the Little Rock AFB community. HP utilizes fitness, nutrition and behavioral change programs to increase resiliency and modify health risk behaviors. HP is staffed with health and fitness professionals consisting of a health promotions manager and a registered dietitian.

HP provides a variety of services and programs to help increase the individual's fitness to fight and overall health. For more information see:

Facebook: <https://www.facebook.com/pages/Little-Rock-AFB-HAWC/233092626805769>

Twitter: @LRHAWC

Pinterest: RECIPES@<http://www.pinterest.com/lrafbhawc>

The HAWC is located in the Sports and Fitness Center. Please call 501-987-7288 or E-mail 19mdg.hawc@us.af.mil for more information.

QUICK INFO

TRICARE for Life information is available by either contacting 1-866-773-0404 or visiting www.TRICARE4u.com

The Little Rock Air Force Base optometry team is staffed with one optometrist and two technicians equipped to serve your vision needs. Their primary mission is to ensure military members are visually ready for operations. Eye exams include treating and managing refractive error, binocular function, ocular health, glasses prescriptions, and ocular prescriptions as needed. Optometry team members order, adjust, and repair military-issued spectacles and gas-mask/ballistic inserts. New contact lens fittings for elective or cosmetic reasons are not performed.

However, new fittings are available for patients enrolled in the Aircrew Contact Lens Program and for those with medical necessity as determined by the doctor. Aircrew patients wishing to enroll in the Aircrew Contact Lens Program will need to initiate the process with the flight medicine clinic. Contact lens prescriptions are renewed if the patient wears or brings their contact lenses to the appointment along with a copy of the current prescription (boxes/packages/order invoice with required lens parameters will suffice). The optometry clinic also provides

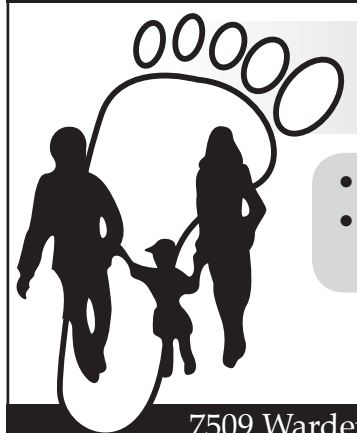
refractive surgery assessments for active duty members who are 21 years or older and meet all surgery criteria. Interested members should schedule a routine eye exam to determine if they qualify. During times of short manning, appointments for retirees and dependents (5 years and older) may be limited. All routine eye exams are scheduled through Central Appointments at 501-987-8811, or by logging onto www.tricareonline.com. Clinic hours are Monday to Friday, 7:30 am - 4:30 pm.



U.S. Air Force photo by Tammy Reed

Patricia Hoogeveen, 19th Aerospace Medicine Squadron optometrist, examines U.S. Air Force Tech. Sgt. Gregory Taylor, 19th Operations Support Squadron, April 17, 2019 at Little Rock Air Force Base. Optometry's primary mission is to ensure military members are visually ready for operations. They also provide routine and diabetic eye exams for members empaneled to the 19th Medical Group.

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DENTAL CLINIC

The dental clinic provides comprehensive dental services for active duty members. Dental services offered include preventive (annual exams and cleanings), restorative (routine fillings and crowns), oral surgery (extractions), periodontics (gum disease treatment and maintenance), endodontics (root canals), and prosthodontics (partial dentures and implants).

Routine appointments are typically available within 21 duty days. Some dental specialty services require more coordination and therefore may take longer. The majority of elective services are not authorized within 6 months of separation or retirement.

Active duty members will be contacted for their mandatory appointment for a routine annual dental examination and cleaning by the dental clinic or the member's unit health monitor. Sister Service members on active duty can make an appointment by calling the dental clinic appointment desk at (501) 987-7304. The clinic appointment desk will also schedule an appointment to answer questions or perform non-emergency evaluations.

Emergency dental care appointments are available 7:30 am to 4:30 pm, Monday through Friday by calling the dental appointment desk. At the emergency appointment visit, the patient's dental

problem will be evaluated and, if necessary, prompt treatment provided. In some cases, non-urgent treatment may be scheduled for a later date in order to pre-plan the proper resources to meet the patient's dental needs. On non-duty days or after normal duty hours, access to emergency care to relieve severe pain, uncontrolled bleeding, or swelling caused by infection can be obtained by the Little Rock AFB Command Post at 987-1900 and asking for the "on-call" dentist. Please note that an emergency room visit for non-life threatening dental conditions are not authorized without concurrence of the on-call dentist.

For dependents of active duty members, reservists, and retirees, there are dental insurance programs available for purchase which enable those beneficiaries to receive routine and emergency dental care through civilian providers. Dependents of active duty and reservists can contact the TRICARE Dental Family Program, which is administered by United Concordia, by calling 1-844-653-4060 and Retirees and their dependents, the TRICARE Retiree Dental Program, is available from FEDVIP. Further information on both programs can be obtained at the following website: www.tricare.mil/dental.



U.S. Air Force photo by Tammy Reed

Dorothea Spencer-Miller, 19th Aerospace Medicine Squadron dental assistant, takes a full mouth x-ray of U.S. Army Sgt. Michael Wear, 41st Civil Affairs Battalion, April 17, 2019 at Little Rock Air Force Base. The dental clinic provides comprehensive dental services for active duty members.

BENEFICIARY COUNSELING AND ASSISTANCE COORDINATOR AND DEBT COLLECTION ASSISTANCE OFFICER

The Beneficiary Counseling and Assistance Coordinator's (BCAC) primary function is to serve as a primary source of assistance for the Military Health Services System (MHSS). The BCAC is the first resource for our beneficiaries needing assistance with claims resulting from civilian medical appointments. The Debt Collec-

tion Assistance Officer (DCAO) assists beneficiaries in obtaining relief from collection actions relating to medical issues.

The BCAC/DCAO provides or directly communicates information on healthcare services that TRICARE covers and excludes and conveys how these benefits and poli-

cies integrate with other healthcare sources. They will also explain beneficiary's costs and responsibilities when enrolling in TRICARE Prime or accessing services under the TRICARE Select or Extra options. To schedule an appointment with the BCAC, please call 987-1285 or 987-8770, Monday-Friday, 7:30 am-4:30 pm.

PHYSICAL THERAPY

The Little Rock AFB Physical Therapy Clinic provides direct access care to service members on AD status with acute pain or injuries to the musculoskeletal system. The staff provides tailored exercise instruction, hands-on manual therapies (joint manipulations, functional mobility taping, and dry needling), sports performance enhancement, and pain relieving services (heat/ice/electro-therapy). Neurologic conditions, pediatric, cardiac rehab, and postoperative procedures requiring splinting are beyond the scope of care and are not available. AD beneficiaries with these conditions and non-active duty beneficiaries with musculoskeletal conditions who cannot be accommodated

will be sent to a physical therapy clinic off base. If you have been in an accident or have had trauma to the head or abdominal region, you must have a referral from your doctor, otherwise no referral is needed.

The Physical Therapy Clinic also provides orthotic (shoe inserts) assessment as well as injury prevention lectures and ergonomic and human factors shop visits and provide running analysis/improvement classes. Running improvement classes are offered to all DoD beneficiaries, and are held every Wednesday, by appointment only, in the fitness center basketball court. You can call the Physical Therapy Clinic at 987-7466 to enroll in the running class.



U.S. Air Force photo by Tammy Reed

U.S. Air Force Senior Airman Kris Reece, 19th Medical Operations Squadron physical therapy technician, wraps the knee of U.S. Air Force Airman 1st Class Jose Martinez-Morales during treatment at the 19th MDG clinic April 17, 2019 at Little Rock Air Force Base. The Physical Therapy Clinic provides direct-access care to active duty service members or anyone on active duty status with pain or injuries to the musculoskeletal system.

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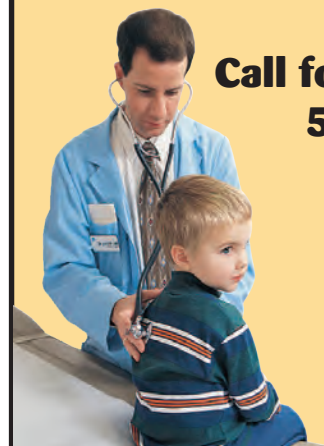
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