



**DEPARTMENT OF THE ARMY
UNITED STATES ARMY HEALTH CLINIC VILSECK
ROSE BARRACKS, GERMANY
APO AE 09112**

March 6, 2014

Dear Sir or Ma'am,

The professional staff of the Vilseck Army Health Clinic and I are honored to serve you. A trained and ready force, we deliver high-quality, patient-centered healthcare, always committed to your safety and satisfaction. Our goal is to be the Army's premier Patient Centered Medical Home inspiring life-long positive changes in your health.

Facebook: www.facebook.com/pages/Vilseck-Army-Health-Clinic/179622845579678

Main Health Clinic Telephone Appointment Line: DSN: 476-2882 or Civilian: 09662-83-2882

Tricareonline.com: Sign up to make an easy online appointment (see next page).

RelayHealth.com: Sign up to request online prescription refills, get lab results, etc. (see next page).

National Suicide Prevention Lifeline (24-hour): DSN: 118 or Civilian: 00800-1273-8255

Sexual Assault Hotline (24-hour): Civilian: 09641-83-4567

www.preventsexualassault.army.mil

Medical and Psychiatric Emergencies and/or Medical Advice (TRICARE Nurse Hotline)

For medical emergencies (life, limb, or eyesight) on post, dial **114** and for medical emergencies off post, dial **112** or **09662-83-114**. You may also drive to St. Anna Krankenhaus (**Sulzbach-Rosenberg - GPS: Krankenhausstrasse 16**) or St. Marien Klinikum (**Amberg - GPS: Mariahilfbergweg 7**). If you require medical advice about non emergent conditions, please call the **24-Hour TRICARE Nurse Advice Line at 00800-4759-2330**; follow the prompts and the nurse will direct you to the appropriate level of care.

Our Five Buildings

+ **Patient Centered Medical Home (PCMH), Building 250:** Primary care for enrolled Family Members and Civilians.

+ **Soldier Centered Medical Home (SCMH), Building 701:** Primary care for enrolled Active Duty Service Members.

+ **Health Clinic Annex (Administration and PCMH Extended Care Services), Building 225:**

- **Administration:** Command Suite, Community Health Nursing, Exceptional Family Member Program, Medical Benefits Counseling/Debt Collection Assistance, Nurse Case Management, Patient Liaison Services (in/out patient), Network Healthcare Referral Management, and TRICARE Beneficiary Support (enrollments, in/out processing, etc.).

- **PCMH Extended Care Services:** Audiology (Hearing Booths), Optometry, and Rehabilitation Services (Chiropractic Care, Occupational Therapy, Orthopedic Care, and Physical Therapy).

+ **Behavioral Health Clinic (BH), Building 316:** Education and Developmental Intervention Services (EDIS), Family Advocacy Program (FAP), Psychiatric Services, and School-Based Behavioral Health (SBBH).

+ **Mild Traumatic Brain Injury Clinic (MTBI), Buildings 158/159:** Behavioral Health Services, Case Management, and Rehabilitation Services (Occupational, Physical, and Speech/Language Therapy).

What is a Patient or Soldier Centered Medical Home (PCMH/SCMH)?

The PCMH or SCMH is a primary care clinic with a cultivated partnership between the Patient, Family, and Primary Care Manager (PCM) Core Teams that deliver healthcare using the whole-person concept, coordinating and integrating evidence-based primary, specialty, and wellness/preventative care in a comprehensive plan process customized to your unique needs. You are assigned to a PCM Core Team consisting of your Primary Care Manager (PCM), a Registered Nurse (RN), and a Licensed Practical Nurse (LPN) and/or Army Medic (68W).

What is a Primary Care Manager (PCM)?

A Primary Care Manager (PCM) is a Physician, Nurse Practitioner, or Physician Assistant, who serves as your medical provider and the leader of your PCM Core Team. Your PCM and PCM Core Team help you identify and achieve realistic health goals and are responsible for organizing, coordinating, communicating, and monitoring your healthcare across multiple settings with specialty providers and/or support clinics (behavioral health, physical therapy, mTBI, etc.).

Why is Continuity of Care so Important?

Seeing the same PCM Core Team at every visit is important as over time it establishes your patient-provider relationship, the cornerstone of patient centered healthcare. This eliminates the need to explain your medical issue/history over and over again and affords your team more time to understand your health needs, cultural traditions, personal preferences, values, family situation, and lifestyle that will lead to more effective prevention, diagnoses, and treatment.

Appointment Types and Access to Care Standards

When you call for an appointment, sharing the reason (or possible diagnosis) with us will ensure you obtain the right type of appointment so you and your provider will have enough time to discuss your concerns, diagnosis, and treatment plan. To update information, advance through the screening process, and spend maximum time with your provider, **please arrive fifteen minutes prior to your scheduled appointment.** We fully understand that things happen, but in

the unfortunate event you arrive late, my staff must assess current patient demands and programmed staffing levels and if required, reschedule or abbreviate your appointment to eliminate disruptions for scheduled patients. If for some reason you cannot keep your scheduled appointment, please call and cancel 24 hours in advance. **Please remember that “no-shows” degrade overall access to care, waste valuable resources, and deprive others of timely appointments.**

- **Acute care (within 24 hours)** appointments are reserved for non-emergent care. Examples of acute illnesses are: fevers; coughs; difficulty breathing; difficulty urinating; abdominal pain; pelvic pain; nausea or vomiting. Acute injuries would be a sprained ankle; a possible broken hand; or an open wound.

- **Routine care (within 7 calendar days)** appointments are for patients who require a visit with their Primary Care Manager for a healthcare problem that is not considered urgent (back ache, sore shoulder, knee pain, etc.).

- **Wellness care (within 28 calendar days)** appointments are for patients who require a visit for a wellness/ preventive health concern or for an initial visit for all newly empaneled patients (i.e. school physicals, well baby exams, etc.).

Our Business Model has Changed... the PCMH Model is Not a “Walk-in” Clinic

For many years the Army has operated on a “walk-in” basis; however since we have adopted new business practices that promote more positive outcomes (and since our clinic is staffed to meet “access to care” standards for >10,000 enrolled beneficiaries), **“walk-in” appointments are highly discouraged.** Excessive “walk-ins” often disrupt your PCM continuity of care and since our daily demands are often high, we cannot guarantee a same day appointment. On average, we book 18-21 daily appointments for each provider so if we continuously accept routine (non-acute) “walk-in” patients we create a backlog which negatively affects scheduled patients. **In case of a true emergency, contact emergency medical services at 114 (on post) or 112 (off post) or drive to the nearest emergency room.**

Our Promise to You

As your healthcare team, we promise to listen to you and explain your options. We will help you make the best decisions for your health and respect the decisions you make. We will explain tests and results with you and provide you a visit summary as well as a list of current medications, making sure you understand everything about your health. Every staff member (from receptionist to provider) will remain respectful, professional, and keep your information confidential. By fulfilling our promise and meeting your health needs, we will do our best to ensure you live a healthy and long life.

Maximizing Your Appointment

As our patient, please allow plenty of time to get to your appointment and avoid being late. If you are late (and will negatively impact other appointments), we will help you reschedule with your PCM later in the day (if available) or at the first opportunity. **We encourage you to arrive at least fifteen minutes prior to your appointment (30 minutes prior for initial behavioral health appointments),** to bring a written list of all medications you are currently taking, and to prepare a written list of questions you may want to ask during your visit.

TRICARE Online and Relay Health (Secure Messaging)

To schedule an appointment online, access personal health data, obtain a pharmacy prescription refill, and communicate via secure email with your provider and PCM Core Team, please enroll in “TRICARE Online” at tricareonline.com and “Relay Health” at relayhealth.com where **you can do everything without a single phone call.** We have kiosks located in our clinics and my staff is eager to assist you with the enrollment process.

Army Provider Level Satisfaction Survey (APLSS)

After your patient visit, you might receive an Army Provider Level Satisfaction Survey (APLSS) by email or regular postal mail within two to three weeks. These surveys are very important because when completed and returned, they allow me to assess your clinic, your primary care provider and PCM Core Team, and your overall patient experience. Positive answers (completely satisfied, very good, and/or excellent) generate revenue -\$- that I use to improve your clinic (we are getting automatic doors thanks to you) and improve your healthcare. If we fail to provide excellent service, please ask for a senior leader or me prior to your departure – together we will make your visit a success!

Sleep – Activity – Nutrition is the “Performance TRIAD”

All patients can positively impact their health by investing in Sleep, Activity, and Nutrition. Adequate sleep, daily and sustained exercise, and proper nutrition optimize health, performance, and resilience. If you invest in these factors, I promise you a positive life change and improved health, which means fewer visits to our clinic.

Thank you again for the opportunity to address your healthcare needs. “Serving to Heal...Honored to Serve!”



Matthew D. Konopa
Lieutenant Colonel, U.S. Army
Commanding