

# Evans Army Community Hospital Outpatient Welcome Packet

Care with Honor



## Our Mission

To optimize human performance and health readiness at the Army's Mountain Post with a professional team dedicated to safe, accessible, and high quality, patient-centered care.

## Our Vision

The hospital of choice for transforming positive patient experiences into healthy lifestyles and optimal performance.

**Primary Care Clinics:** Pediatric Clinic, Internal Medicine Clinic, Ivy Family Medicine Clinic, Soldier-Centered Medical Homes

**Colorado Military Health System Access to Care Line: (719) 526-2273**  
**Appointment Line hours: Mon - Fri: 6 a.m. to 4:30 p.m.**

### **Clinic Hours**

**IVY Family Medicine Clinic 7:30 a.m. to 4:30 p.m.**

**Pediatric Clinic 7:30 a.m. to 4:30 p.m.**

**Internal Medicine Clinic 7:30 a.m. to 4:00 p.m.**

**SCMH Clinic hours: Mon – Fri: 6:30 a.m. to 4:00 p.m.**

Please visit the Evans Army Community Hospital website at <https://evans.tricare.mil/> for updates on clinic closures for holidays, weather delays or training opportunities. In the event of an emergency, dial 911.

How to Enroll:

<http://www.tricare.mil/west> @ 1-888-874-9378

## **We are a Patient Centered Medical Home (PCMH)**

As a *Patient-Centered Medical Home*, our approach is to provide our patients with comprehensive health care, which is focused on all aspects of your health and overall well-being, including emotional, family and social concerns. Along with your physician and other health care providers, you are the most important person in managing your health.

A medical home makes it easier for you to access care on a day-to-day basis by strengthening your relationship with your primary care provider and the team responsible for your care. With a medical home, your quality of care will be significantly improved, and it will take less time for you to get the care when you need it.

### **Benefits of a Medical Home Team**

- Your medical home team will have an ongoing relationship with you and your family to manage your healthcare needs.
- Your team will have access to all your health information through electronic records to effectively manage your care.
- You will have easy access to care through open scheduling, expanded hours and other methods of communication with your team including the MHS GENESIS Patient Portal.
- You will have the opportunity to obtain care from other clinicians within the primary care medical home, seek a second opinion, and seek specialty care.
- Physicians are board certified or board eligible.

### **How you can help**

- Talk with your primary care provider and team about any questions you have.
- Keep in touch with your team if further questions arise about your health.
- Take care of your health by following the plan recommended by your team.
- Schedule a complete physical exam at least once a year.
- Fill out your Joint Outpatient Experience Survey (JOES) and return them promptly, this helps us know how we are doing.

## **Current Services Offered:**

Chronic Disease Management

Healthy Literacy Focus

Self-Management Goal Setting

Acute Care Treatment

Well Woman Visits

Women's Health

Procedures

Immunizations

School and Sports Physicals

Well Child Examination

Internal Medicine

Nutrition and Exercise Counseling

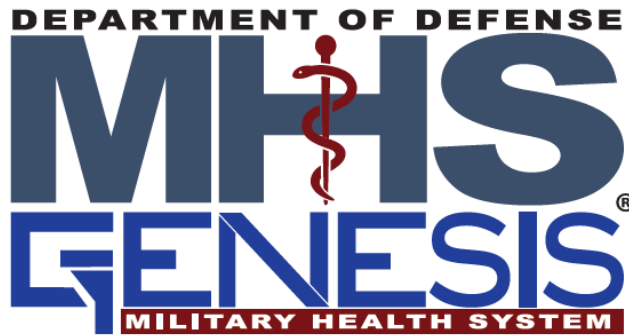
Behavioral Health Counseling

Clinical Pharmacists

## Nurse Case Management

## MHS GENESIS Patient Portal

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Patients now have the option to communicate with their primary care clinic online using the secure messaging service provided by the MHS GENESIS Patient Portal. You can still call the clinic or come in for a face-to-face office visit, and the Colorado Military Health System Access to Care line is still available at (719) 526-2273. However, those who opt to utilize secured messaging can:

- ☐ Request prescription refills
- ☐ Exchange secure messages with your assigned care team
- ☐ Schedule medical and active-duty dental appointments online
- ☐ Ask questions about medications or whether a visit is recommended in regard to a medical question
- ☐ Request lab tests before a visit (annual labs and other indicated labs)
- ☐ Requesting a referral or renewal of a referral to a specialty
- ☐ Send questions to your provider team.

### Accessing the Patient Portal

Once you have a health record in MHS GENESIS, you can access your patient portal account using a DS Logon username and password. You must have a Premium DS Logon to view your MHS GENESIS record. If you already have an existing DS Logon, you will need to upgrade your account to premium. For upgrade & DS LOGON assistance please visit <https://myaccess.dmdc.osd.mil/identitymanagement> or contact the Defense Manpower Data Center (DMDC) at (800) 538-9552. Please ask staff about the patient portal table provided by EACH Health Informatics Department.

## Selecting your Primary Care Manager (PCM)

EACH assigns all new patients to a PCM based on your past medical history. We try to assign family members with the same PCM when it is appropriate based on individual medical needs. Our goal is to establish each patient with the right PCM.

If you are unsatisfied with your PCM, please complete a PCM change request form at your assigned medical home. The requests are reviewed and processed on a weekly basis.

## Patient self-management and shared decision making

We practice patient self-management. Shared decision making is a process that engages our patients in actively working with their physicians to make health care decisions. Shared decision making seeks to make patients knowledgeable about their health conditions and the benefits and risks of potential treatment options so they can collaborate with the members of their care team and their family to create individualized care plans.

## Late policy

We understand complications can arise while attempting to arrive at your appointment on time, however, due to the nature of our patient schedule, we can only allow a 10-minute grace period from the time of your appointment. If you are more than 10 minutes late, you can choose to wait for availability, or reschedule for a later date. Please consider factors such as weather, traffic, and gate inspections when planning to visit us.

## Feedback

Your feedback is important to us. To submit a comment card, visit our Interactive Customer Evaluation (ICE) page. <https://ice.disa.mil/>

Patient Advocate office, located near the main entrance of the hospital, first door on the left.

## Types of care

**Routine care** – Our goal is that all routine care appointments can be booked within seven days. This includes appointments for annual physicals, sports/school physicals and well child visits.

**Acute/ Urgent care** – Our goal is to provide an appointment within 24 hours for acute symptoms. This includes appointments for infections, rashes, or other acute symptoms. If an appointment is not available with your PCM or PCM team within 24 hours, then non-active-duty TRICARE Prime enrollees are authorized to self-refer to an Tricare in-network urgent care facility in the community. Active-duty service members must coordinate through their Military Treatment Facility (MTF) PCM or the Nurse Advice

Line at (719) 524-2273 or (719) 526-2273 for an urgent-care referral when a PCM or PCM team 24-hour appointment is not available.

**Specialty care** – For certain complex conditions, your PCM may determine you need to see a subspecialist and place a referral. The goal is to be seen by a subspecialist within 28 days of the referral. **The MTF has the right of first refusal if they have the subspecialist within their treatment facility.** The goal is to accommodate you within 28 days. However, based on appointment specialty availability, you may be referred to a network subspecialist. Once referred, patients need to call TriWest at **1-888-874-9378** or go online at <http://www.tricare.mil/west> to check their authorization status.

**Follow-up visits** – Urgency and frequency of follow up visits will be determined by the provider.

**Emergency care:** If you require emergency care, please go to the nearest Emergency Room or call 911. Preauthorization is not required.

**Referrals:** If you are a TRICARE Prime beneficiary and require specialty care, your PCM will submit a referral so you can obtain an authorization for care from an MTF specialty provider or a TRICARE network provider. TRICARE Plus or (T-Plus) also requires a referral for Medicare to pay. An authorization is required for network referrals. If approved as a covered benefit, the regional contractor, TriWest will issue an authorization letter. This will be sent to your TRICARE portal at <http://www.tricare.mil/west>. It is important to contact the TRICARE network provider listed on the portal to schedule your appointment. If you have any questions regarding your authorizations, assistance is available through the website or by calling **1-888-874-9378**.

## Behavioral Health

Behavioral Health Consultant (BHC) services are available in Pediatrics, Internal Medicine, Family Medicine (IVY) and Soldier-Centered Medical Home (SCMH) clinics as another part of your Patient-Centered Medical Home (PCMH) experience. Services may include assessment and behavioral treatment planning, recommendations, and interventions. These services are intended to assist the PCM and patient in developing practical knowledge and skills to improve physical and emotional health. Appointments are about 30 minutes long and your PCM remains in charge of your healthcare. Documentation of your assessment and recommendations from the BHC will be written in your outpatient medical record. No separate mental-health records are kept. Whether you are looking for assistance with your health habits or local area resources, consider a visit with your clinic's imbedded BHC services. Talk to your PCM team or front desk for scheduling information.



## Pharmacy services



The Department of Pharmacy is made up of a team of dedicated healthcare professionals composed of pharmacists, pharmacy technicians, administrative, supply management personnel, and Red Cross volunteers. This cohesive team is dispersed throughout EACH's patient care areas providing pharmaceutical services to hospitalized patients and outpatients. The Main and Soldier Family Care Center (SFCC) Pharmacies have a broad array of available medications for your treatment needs. We also have two ScriptCenter pharmacy kiosks. One is located next to the Main Hospital Entrance and the second is in the Main Post Exchange. We can fill any valid prescription, whether prescribed at EACH or from a civilian provider, for free. If you have a special medication need, please inquire with us about your available options. Our focus is on patient safety, quality, and partnering with you for improved health and well-being through information and education.

There are two pharmacies located within Evans Army Community Hospital. The main pharmacy is located on the west side of building 7500 across from the Internal Medicine Clinic. The Solider Family Care Center (SFCC) pharmacy is located on the east side of building 7503 on the first floor Monday through Friday from 8 a.m. to 5 p.m. but will be closed on all federal holidays.

**New prescriptions:** EACH's pharmacy now accepts electronically submitted prescriptions. Refills are obtained by calling the 24-hour automated refill service, or via the MHS GENESIS Patient Portal. Prescriptions submitted by 1 p.m. will be ready in two business days. Refills are not held beyond seven days. Patients can also order refills through [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE).

## After-hours care

Thanks to the free Military Health System Nurse Advice Line (NAL), a medical professional is just a phone call away. Registered nurses (including pediatric nurses) at the NAL help stateside TRICARE beneficiaries decide what course of action they should take. If needed, the nurse will help you find the closest emergency room or urgent care center and share self-care advice. The nurse can also help you schedule a next-day appointment at a military hospital or clinic, if available. NAL is available 24/7. To call the NAL, dial 1 (800) TRICARE (874-2273).

SHARP Installation Hotline 719-338-9654, National Suicide Prevention Hotline 1-800-273-8255, Fort Carson Domestic Violence Hotline 719-243-7907.

### Nurse Advice Line

Call (719) 524-CARE (2273)

The Nurse Advice Line is a toll-free number you can call that puts you in contact with a team of registered nurses who can answer your urgent healthcare questions 24/7. If you are a TRICARE Prime or Select beneficiary, you can speak with a registered nurse who can:

- Answer your questions about non-urgent health concerns
- Provide advice and triage related to you or your family's health concerns
- Help you find a healthcare provider
- Schedule next-day appointments as available at military hospitals and clinics, if needed.

If you have an emergency, call 911 or go to the nearest emergency room.



## Healthcare for Soldiers



The staff at the Soldier Centered Medical Homes support your units' organic medical assets and strive to enhance and sustain the health of our Soldiers by establishing partnerships between individual patients and their personal medical team.

## Emergency information

After hours, weekends, holidays if there is an emergency, please call 911, go to the nearest Emergency Department, or report to the Emergency Department at Evans.

Active-duty service members must coordinate through their Military Treatment Facility (MTF) PCM or the Nurse Advice Line at (719) 524-2273 or (719) 526-2273 for an urgent-care referral when a PCM or PCM team 24-hour appointment is not available.

## Dental

The Dental Health Activity delivers patient-centered dental care to the active-duty personnel of Fort Carson, Colorado.



## Healthcare for children

The Evans Army Community Hospital Pediatric Clinic and Ivy Clinic provide quality care to pediatric beneficiaries that develops family-centered partnerships, maximizes use of community-based health resources, ensures proper transitions of care and brings value to our patients, their families and our organization. The Pediatric and Ivy Family Medicine Clinics are located on the second floor of building 7503 at the Soldier Family Care Center (SFCC) or east side of the Evans Army Community Hospital. Both clinics provide comprehensive healthcare for children from birth to 18 years of age. This includes well child visits, sports/school physicals, immunizations and acute care. **Please bring all shot records to well child appointments.** Children with special needs or requiring respite care need to be enrolled in the Exceptional Family Member Program (EFMP) located in the Ivy Clinic, on the second floor of hospital. The EFMP Office can be reached at (719) 526-2273 for appointments.

## Newborn and well-baby care

TRICARE covers well-child and acute care for your newborn. This includes:

- Routine newborn care following discharge from the Mountain Post Birthing Center at EACH or off-post-delivery centers
- Visits include 3-5 days; two weeks; 2, 4, 6, 9, 12, 15, 18-, 24-, 30-, and 36-month visits; annually after 3 years old
- Comprehensive well-child visits focused on growth and development.
- Immunizations with well-child visits and scheduled immunization appointments.
- Screening for anemia and exposure to lead
- Developmental screening and behavioral assessment
- Circumcision in the first 28 days of life if requested by parents

If your child is born at the Mountain Post Birthing Center (MPBC) at EACH, the staff will book your newborn's first well-child appointment before you leave the hospital. The first visit is usually within 1-3 days after discharge with the Pediatric or Ivy Family Medicine clinics located on the second floor of the hospital or east wing of Evans Army Community Hospital. The two-week visit will be booked at that appointment.

If your child is born at an outside facility, you will need to call Patient Administration Department (PAD) at (719) 526-7287 or (719) 526-7288 to register your child in our Electronic Medical Record. After you complete a mini registration for your child, you will have to call the Colorado Military Health System Access to Care Line at (719) 526-2273 to leave a message for the Ivy Clinic or Pediatric Clinic and someone from those clinics will call to book your child's appointment.

## DEERS Enrollment

You have 90 days from your child's birth, adoption, or court appointment to register the child in Defense Enrollment Eligibility Reporting System (DEERS), but the sooner the better. After that window, you will only be able to enroll your child during annual enrollment windows. **All care rendered during the first 90 days of life is covered by TRICARE.**

Upon discharge from the hospital, take the signed birth certificate to the DEERS office at 1039 O'Connell Blvd, Building 1039, Fort Carson, CO 80902. Their office number is (719) 524-3704 and please remember to bring your social security card. Enrollment requirements for DEERS can be found at <https://tricare.mil/Plans/Eligibility/DEERS/RequiredDocuments>.

## TRICARE Enrollment

Being registered in DEERS does mean you are automatically enrolled in TRICARE. Once your child is enrolled in DEERS, you need to enroll your child into TRICARE to get healthcare coverage to determine the best TRICARE option for your family, please visit <https://tricare.mil/Plans/Eligibility/DEERS/BWE>. Once you are enrolled, a PCM will be assigned to your child.

## Women's Healthcare

Evans Army Community Hospital Obstetrics and Gynecology Department has multiple services dedicated to supporting women in all phases of their life. The obstetrical services include low and high risk OB. Doctors and midwives are available as well as lactation services. **If you think you are pregnant or have a positive home pregnancy test, you should contact your Primary Care Clinic and they will order a pregnancy test that can be completed at the Evans Army Community Hospital Main Lab.**

Your provider will place a consult with the OBGYN clinic upon confirmation of a positive laboratory pregnancy test. Most initial OB appointments occur between 8-12 weeks of gestation.

Walk in Contraceptive Clinic is offered on Monday mornings from 0800-1130.



## OB Emergencies

If over 20 weeks gestation, please report to Labor and Delivery unit. If under 20 weeks, please report to the Emergency Department.

Any requested GYN services will also require a referral from your Primary Care Manger. Most routine GYN services can be completed within your assigned Primary Care Medical Home. The OB/GYN Department is located immediate to the right of the EVANS main entrance.



## Community preventive healthcare

Services and programs available through the Preventive Medicine Department include: Tobacco Cessation (AD & ADFM) and Maternal-Child Health Program (AD & ADFM). For more information, please call Army Public Health Nursing at 719-526-9929.

The **Army Wellness Center** offers services and classes that aim to improve readiness and the overall health and wellness of the individual. Areas of emphasis include- fitness, nutrition, sleep, stress, and health coaching. Open to active-duty service members, active-duty family members (over 18), retirees, and DOD employees. Appointments are self-referral. For more information call (719) 526-3887.

## Rights and responsibilities

As a TRICARE beneficiary, you have rights regarding your healthcare and responsibilities for participating in your health care decisions. For additional information on your rights and responsibilities please visit <https://tricare.mil/PatientResources/RightsResponsibilities>.

## Follow us

Please follow our Facebook page at [www.facebook.com/EvansArmyCommunityHospital](http://www.facebook.com/EvansArmyCommunityHospital) for updates and events.

## AFTER HOURS:

<b>QwikCareMD Urgent Care Center</b>	(719) 471-2273	8 a.m. – 6 p.m.
<b>UCHealth-Emergency Room Fountain</b>	(719) 390-2680	open 24 hours
<b>Concentra Urgent Care</b>	(719) 390-1727	M-F, 8 a.m. – 5 p.m.
<b>UCHealth Urgent Care - Circle Square</b>	(719) 365-2888	8 a.m. – 8 p.m.
<b>EmergiCare</b>	(719) 302-6942	M-F, 8 a.m. – 6 p.m.
<b>QwikCareMD Urgent Care Center</b>	(719) 471-2273	M-F, 8 a.m. – 8 p.m.; S/S 8 a.m. – 6 p.m.
<b>Memorial Hospital North</b>	(719) 364-5000	4050 Briargate Pkwy, Colorado Springs
<b>Memorial Hospital Central</b>	(719) 365- 5000	1400 E Boulder St. Colorado Springs
<b>Penrose Hospital</b>	(719) 776-5000	2222 N Nevada Ave, Colorado Springs
<b>St. Francis Medical Center</b>	(719) 571-1000	6001 E Woodmen Rd. Colorado Springs
<b>Parkview Medical Center</b>	(719) 584-4000	400W 16th, Pueblo
<b>St. Mary-Corwin Medical Center</b>	(800) 228-4039	1008 Minnequa Ave, Pueblo

## Important Fort Carson Numbers

service	contact number
ACS (Family Readiness Center)	(719) 526-4590
ACS One Stop	(719) 526-0452
ACS SARC	(719) 526-4590
Administration	(719) 526-5346
Allergy Clinic	(719) 524-4217
American Federation of Employees Government Employees (AFGE)	(719) 526-2102
American Red Cross (After Duty Hours)	1-877-272-7337
American Red Cross (Hospital)	(719) 526-7144
American Red Cross (Main)	(719) 526-2311
American Red Cross Emergency in CONUS	1-877-272-7337
Appointment	(719) 526-2273
Army Community Service (ACS)	(719) 526-4590
Army Substance Abuse Program (ASAP)	(719) 526-2862
Army Substance Abuse Program (ASAP)	(719) 526-2862
Army Wellness Center Bldg. 1843	(719) 526-3887
Aviation Clinic (DiRaimondo Bldg. 1058A)	(719) 526-1910
Behavior Health (Bldg. 1830)	(719) 526-7155/7661
Behavioral Health Inpatient NCOIC	(719) 526-7572
Behavioral Health Inpatient Nurse Station	(719) 524-7559
Behavioral Health School (SBH)	(719) 526-0071
Behavioral Health Team 2 2/4 (Bldg. 9481)	(719) 526-2542 / 2609
Behavioral Health Team 3 3/4 (Bldg. 2469)	(719) 526-0175 / 4137
Behavioral Health Team 5 (Bldg. 1226)	(719) 503-7701 / 7705
Behavioral Health Team Aviation (Bldg. 1657)	(719) 526-3547/3572
Behavioral Health Team 1 1/4 (Bldg. 2361)	(719) 503-1801 / 526-6973
Behavioral Health Team 10 (Bldg. 7490)	(719) 526-5815 / 2834
Bereavement Program	(719) 524-2020
Better Opportunities for Single Soldiers (BOSS)	(719) 524-2677
Billing - Third Party Collections	(719) 526-7700
Birth Certificates	(719) 526-7278
Blood Bank	(719) 526-7900
Cancer Registry	(719) 526-7488
Cardiology	(719) 526-7774
Child & Adolescent Psychiatry Service	(719) 526-7155 / 7661
Child and Family Behavioral Health System (CAFBHS)	(719) 503-7070
DAV Office	(719) 524-2346
DEERS ID Card Office (Bldg. 1039)	(719) 524-3704
DEERS Telephone Support Center	1-800-538-9552
DENTAC Headquarters	(719) 526-2006 / 2740
Dental Clinic #1 (Bldg. 2356)	(719) 526-2200
Dental Clinic #2 (Bldg. 7503)	(719) 503-7166
Dental Plan TRICARE United Concordia (MetLife)	1-855-638-8371
Dental Plan TRICARE Retirees - Delta	1-888-838-8737
Discharge Planning	(719) 526-7085
Domestic Violence Information	1-800-799-7233 or



Domestic Violence Treatment	(719) 526-4585
Domestic Violence Treatment	(719) 526-4585
EACH SARC	(719) 503-7050
EACH SARC (Black Berry)	(719) 776-0146
EACH Sharp Hot line for Sexual Assault	(719) 761-1923
EACH Sharp Victim Advocate	(719) 728-0938
Education and Prevention	(719) 526-2181
EEO Civilian Personnel	(719) 526-4413
EEO Military Personnel	(719) 526-3385
EKG / Cardiology	(719) 526-7774
Emergency Department (ED)	(719) 526-7111
Equal Opportunity Office - Ft. Carson (EO)	(719) 526-4305
Equal Opportunity Representative MEDDAC	(719) 526-7060
Exceptional Family Member Program (EFMP)	(719) 526-7805
Family Advocacy Program (FAP)	(719) 526-4585
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Gastroenterology Clinic (GI)	(719) 526-7453
General Surgery Clinic	(719) 524-4166
Hazardous Material HAZMAT/ Quality Control	(719) 526-7507
Healer Chapel	(719) 526-7386
ID Card Office (DEERS) (Bldg. 1039)	(719) 524-3704
Inspector General (IG Hospital)	(719) 503-7367
Larson (Bldg. 1227)	(719) 526-3330
Oral Surgery - Hospital (Bldg. 7500)	(719) 526-7100
Psychiatry Clinic - Adult	(719) 526-7155
Psychology	(719) 526-7155 / 7661
Public Health Command District - Carson	(719) 526-1216
Receptionist Desk	(719) 526-7067
Sexual Assault Local Number	(719) 338-9654
SFCC Pharmacy (Bldg. 7503)	(719) 503-7067
Smith Dental Clinic (Bldg. 1855)	(719) 526-5400
Social Work Service	(719) 526-4585
Suicide Prevention	(719) 526-7661
Suicide Prevention (After Hours)	(719) 526-3400
Treatment	(719) 526-2862
VA Clinic - Behavioral Health	(719) 327-5697
VA Clinic - Colorado Springs	(719) 327-5660
VA Medical Center - Denver	1-888-336-8262
VA Office - Fort Carson	(719) 526-1818
VA/DOD Liaison for Healthcare (Bldg. 7494)	(719) 526-8350 / 9675 / 2345
Veterans Affairs	1-800-827-1000
Veterinary Clinic	(719) 526-3803
Welcome Center	(719) 526-2424
Welcome Center	1-800-279-1151
Wellness Center ACS (Bldg. 1843)	(719) 526-3887
Youth Center	(719) 526-2680
	1-800-787-3224 (TDD)