



Desmond T. Doss Health Clinic

PATIENT CENTRED MEDICAL HOME

Appointments: (888) 683-2778

Patient Assistance Line (PAL): (808) 433-8155

24 Hour Nurse Advice Line (NAL): 1-800-TRICARE (874-2273), Opt 1

Secure Messaging: <https://patientportal.mhsgenesis.health.mil>

Welcome to the Patient Centered Medical Home (PCMH) at Desmond T. Doss Health Clinic, Schofield Barracks!

We thank you for trusting us with your health care. Our clinic is a Patient-Centered Medical Home. In our clinic, you are assigned to a health care team who will work directly with you. This team will include a physician, nurse practitioner, and/or physician assistant; a nurse, medical technicians, and an administrative technician who will partner with you to help provide for all of your healthcare needs. As a patient, you are an active participant in managing your health. Our shared goal is to keep you as healthy as possible. The Medical Home staff will help you to coordinate all aspects of your care, to include wellness and acute visits, providing referrals for specialty care, obtaining any results, and consulting with other providers or getting a second opinion.

Our clinic serves all ages, including newborns and children, in our 2 Family Medicine Teams (Red and Blue), and children 0-18 years of age in our Pediatric Team (Honu). In addition to routine primary care services, the Military PCMH model includes additional services that we are proud to offer. These include Case Management, Clinical Pharmacist, Health Psychologist, and a walk-in Immunizations section. See the welcome packet or website for more detail.

For appointments you can call our appointment line at (888) 683-2778 (APPT), or send your provider a secure message to request an appointment through the MHS Genesis patient portal <https://patientportal.mhsgenesis.health.mil>. See our website at <https://desmond-doss.tricare.mil/Health-Services> for walk-in hours to our clinics and immunizations section. To learn more about our clinic, visit us at <https://desmond-doss.tricare.mil/Health-Services> or follow us on Facebook @desmond.t.doss.healthclinic.

You can select or change your health care team at any time by using TRICARE Online at: www.tricareonline.com or by calling (844) 866 9378.

What to do in an emergency: Please call 911. Do not drive yourself to the Emergency Department. Please contact us the following business day to leave a message with your Care Team at 888-683-2778 or send us a Secure Message using the Patient Portal.

After Hours or while traveling: for healthcare needs contact the Global Nurse Advice Line at www.MHSnurseadvice.com or by dialing 1-800-TRICARE (1-800-874-2273), option 1. The Nurse Advice line is operated 24/7 by phone, web chat and video chat.

If you have relocated recently to our area please contact DEERS to update all family members' addresses and contact information at [https://milconnect.dmdc.osd.mil/milconnect/public/faq/DEERS-Updating and Correcting DEERS Data](https://milconnect.dmdc.osd.mil/milconnect/public/faq/DEERS-Updating-and-Correcting-DEERS-Data) or by phone 800-538-9552.

Be prepared.

In order to receive maximum benefit from the time spent with your healthcare team, we suggest the following tips:

a/o: May 2022 Located at <https://info.health.mil/sites/hro/CMT/PC/SitePages/Resources.aspx>

- *Sign up for your local Patient Portal.* The portal gives you an opportunity to view your health information, send secure messages to your care team, and request prescription renewals. You can view your notes from clinical visits, labs and test results, make appointments and complete pre-visit questionnaires online. To sign up, visit <https://patientportal.mhsgenesis.health.mil>
- Bring all of your prescription medications, in the original containers, with you to your appointment and a list of any over-the-counter medications and supplements you are also taking and describe when, how, and how often you take each of your medications and supplements.
- Write down any questions and notes you may have in advance and feel free to bring a pen and paper to your appointments. If necessary, bring a friend or family member to your visit to help you remember answers to your questions or other details of the visit.
- Here are some questions to ask every time you talk with a doctor/provider, nurse, or pharmacist (from Ask Me 3):
 1. What is my main problem?
 2. What do I need to do?
 3. Why is it important for me to do this?
- Provide a complete and honest evaluation of your situation and concerns, even if it is difficult or potentially embarrassing to talk about.
- Let the team know if you have a current care plan and if you feel that you are making progress towards your goals or if you need further help or education.

Speak up.

- Our clinic staff respects and encourages patients and family members to speak up! Our job is to make sure you are comfortable expressing your preferences, needs, and values. Your job is to convey your preferences, needs and values. Be clear and to the point. If you don't understand fully, ask for further clarification. Your team should always use simple terms that are easy to understand and in a language you prefer.

Take charge of your health and be an informed health consumer.

- If you have a condition for longer than 6 months, learn more about your disease, treatment options, treatment plans and prognosis. Help us identify what your goals are in regards to your disease and how we can help you reach those goals. Do your own research on your condition using reputable websites.
- We are partners in your care, you are an active partner. We create plans of care "with" you, not for you.
- Be aware of health fads. We encourage you to look up health information online, however, we recommend you utilize reputable sources. Ask questions and obtain clarification when needed.

Check out publicly reported data.

- All Military Health Service Facilities share information about quality, safety, access and overall satisfaction at www.health.mil/transparency. Check out our Medical Facility's data. Don't hesitate to ask questions to your health team about what they are doing to improve quality, satisfaction, safety and access.

Feedback

- We want to hear from you! Let us know about your experience and how we can serve you better.

We look forward to partnering with you on your healthcare journey!