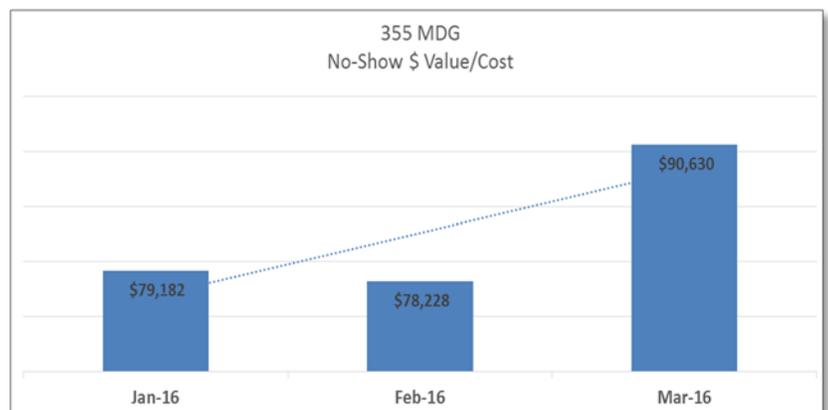


The 355th Medical Group has been experiencing a significant provider manning shortage in recent months, decreasing supply of our Primary Care Manager (PCM) appointments.

The manpower shortage is due to permanent change of stations, separations, and hard to fill provider vacancies. By May 2016, the clinic will have 60 percent providers available in the Family Health Clinic, Pediatrics, and Flight Medicine. The 355 MDG is actively pursuing resources to bridge the gaps and will work hard to achieve acceptable levels of staffing to resume normal operations. Meeting your needs, and those of all our patients remains top priority. If on-base appointments are not available, a referral may need to be placed for assistance from our network partners.

Patients are highly encouraged to utilize the Nurse Advice Line (1-800-TRICARE) and MiCare/Relay Health, secure messaging, as additional options to receive advice and support from your healthcare team. For information on obtaining a MiCare/Relay Health account, visit [www.relayhealth.com](http://www.relayhealth.com).

To provide timely care, we ask for your help. Please help the MDG to increase appointment availability by decreasing no-shows. Additionally, the appointment reminder system is designed to notify patients two days prior to a scheduled appointment. Please note, the reminder system uses phone numbers listed in the Defense Enrollment Eligibility Reporting System (DEERS), so it is critical to keep information current. Patients can also update their profile information by logging into [www.tricareonline.com](http://www.tricareonline.com). If a patient receives a reminder call and no longer needs the appointment, we ask to please contact the MDG immediately so we can open up appointment availability.



Canceling at least 2 hours in advance allows us to offer the appointment to another patient. The following options to cancel an appointment are provided for your convenience:

- Call the Appointment Line during duty hours: 6:30am - 4:30pm to speak to our team
- Cancel an appointment afterhours by calling the Appointment Line, 520-228 APPT (2778), option 2. Leave a message and our Appointment Clerks will cancel your appointment the following morning
- Log into TRICARE Online to book/cancel appointment 24 hours a day, 7 days a week

**TRICARE Online** provides secure access to online features for DoD beneficiaries receiving care through a military hospital or clinic. You can:

- View, schedule, and cancel military hospital or clinic appointments for yourself or your authorized family members
- Receive email and text message appointment reminders
- Refill and check the status of your prescriptions at your military hospital or clinic
- View, download, or share your personal health data via the Blue Button

- Access your patient centered medical home site to communicate with your health care team
- Access the online health risk assessments

Did you know? Patients can walk in between 0900-1100 and 1300-1500 for the following medical concerns, no appointment necessary:

- Urinary Tract Infection (Females >18 y/o)
- Sore Throat
- Pregnancy Test
- Confidence Check
- Suture Removal
- Wart Removal

**Resources:**

Book/Cancel Appointment:

355 MDG Central Appointment Line: 520-228-APPT (2778)

TRICARE Online: [www.tricareonline.com](http://www.tricareonline.com)

Send a Message to your PCM Team:

MiCare/Relay Health Secure Messaging: [www.relayhealth.com](http://www.relayhealth.com)

Nurse Advice Line: 1-800-TRICARE (874-2273), Option 1

Group Practice Manager: [355mdg.sghq@us.af.mil](mailto:355mdg.sghq@us.af.mil)