



MEDICAL RIGHT START ORIENTATION

DAVID GRANT MEDICAL CENTER (DGMC)

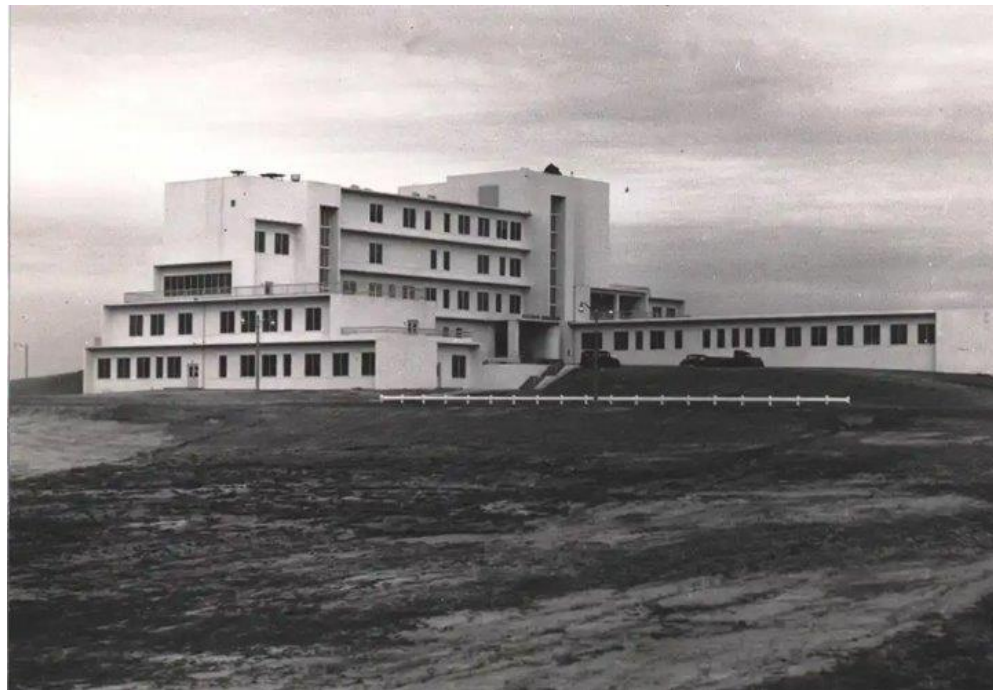
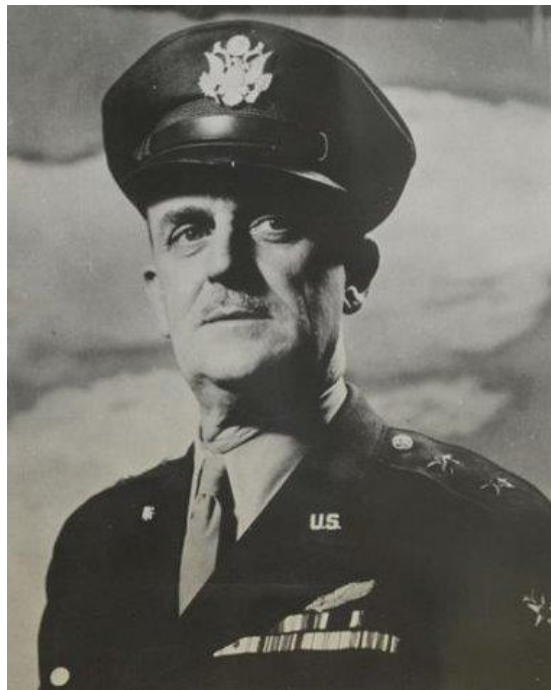


AGENDA

- 1. WELCOME**
- 2. DGMC SERVICES**
- 3. FACILITY TOUR (OPTIONAL)**



DAVID GRANT MEDICAL CENTER



WHO WE SERVE "TEAM TRAVIS"



**60
AMW**



349 AMW



621 CRW



**47
PARTNER
AGENCIES**



**276K ELIGIBLE
BENEFICIARIES**



SERVICES



Medical Services

Emergency Medicine
Family Medicine
Flight Medicine
Internal Medicine
(10 Subspecialties)
Pediatrics
Mental Health (Life Skills)
Primary Care
Hyperbaric Medicine
Radiation Oncology
Hematology Oncology
Hemodialysis

Surgical Services

Anesthesiology
General Surgery
Obstetrics/Gynecology
Ophthalmology/Laser Center
Oral & Maxillofacial Surgery
Orthopedics
Plastic Surgery
Urology
Neurosurgery

Support Services

Information Systems
Medical Logistics
Ministry & Pastoral Care
Resource Management
TRICARE Operations
Utilization Management
Patient Administration
Medical Readiness
Joint Federal Care Triage Center
NDMS Federal Coordinating Center

Allied Health Services

Audiology
Nutritional Medicine
Health Promotions
Pharmacy
Physical Therapy
Occupational Therapy
Orthotics
Optometry
Respiratory Care
Speech Pathology
Public Health/BEE

Education & Research

Learning Resource Center
Medical Multimedia/Sim Center
Clinical Investigations Facility

Diagnostic Services

Clinical Laboratory
Pathology
Radiology
Teleradiology
(11 sites + CENTCOM)
Interventional Radiology
Electrophysiology

Inpatient Services

Adult/Pediatric Medical Surgical
Mother/Baby
Intensive Care (ICU)
Mental Health
Aeromedical Staging

Graduate Medical Education

12 programs, 97 residents:
Family Medicine
Vascular Surgery
General Surgery with UC Davis
Internal Medicine with UC Davis
Phase II clinical training

Dental Services

General Dentistry
(8 Subspecialties)



Ms. DALIS MARTEN

TRICARE BENEFICIARY EDUCATION & SERVICE

REPRESENTATIVE, SOUTHWEST OPERATIONS



Newcomers Right Start

Permanent Change of Station

Coordinating Your Medical Coverage Before, during and After your Move

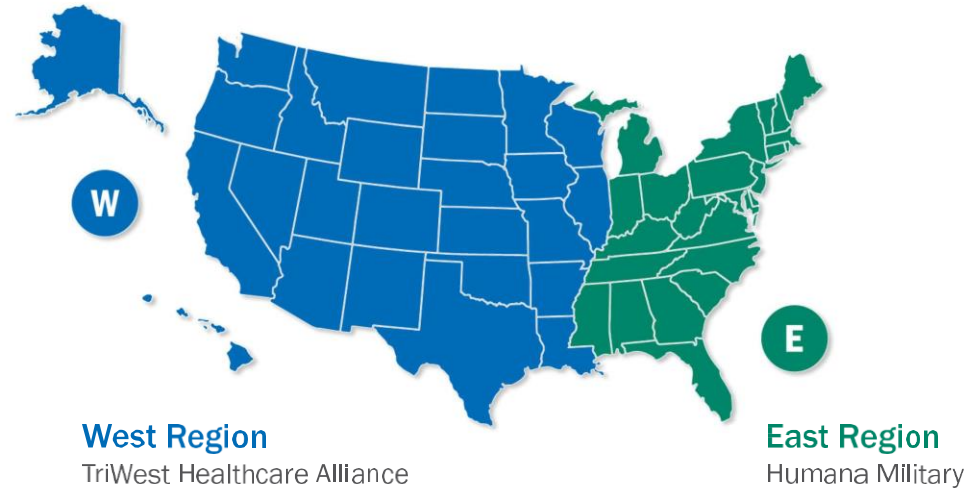
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TRICARE Stateside Regions





TRICARE Overseas Program

Latin America and Canada

Canada, the Caribbean Basin, Central and South America, Puerto Rico, and the U.S. Virgin island

Eurasia-Africa

Africa, Europe, and the Middle East

Pacific

American Samoa, Asia, Australia, Guam, India, Japan, New Zealand, South Korea and Western Pacific remote countries





Keep DEERS Information Up To Date



Being able to use TRICARE depends on keeping DEERS up to date.

Update DEERS after you have a life event, like getting married or divorced, moving, giving birth, adopting a child, retiring, and other changes.



Go to an ID Card Office
(<https://idco.dmdc.osd.mil/Idco>)

Note: You must use this option to add family members in DDERS



Log in to <http://milconnect.dmdc.osd.mil>



Call: 800-538-9552



Fax 800-336-4416



How To Get Care During Your Move

Type of Care	TRICARE Prime or TRICARE Select
Emergency (immediate)	Call 911 or go to the nearest emergency room
Urgent (within 24 hours)	See any TRICARE-authorized provider
Prescriptions	<ul style="list-style-type: none">• Military hospital or clinic pharmacy: www.tricare.mil/mtf• TRICARE retail network pharmacy: https://militaryrx.express-scripts.com or 877-363-1303



TRICARE Prime Enrollment

- Updating DEERS does not transfer your TRICARE Prime Enrollment.
- You may call your current regional contractor to transfer TRICARE Prime enrollment.

Or

- Complete the TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager Change Form (DD Form 2876).
- Ways to access the form:
 - Log on to <https://milconnect.dmdc.osd.mil>. Click Benefits and then Beneficiary Web Enrollment
 - Online: www.Tricare.mil/forms



TRICARE Prime and TRICARE Prime Remote

- TRICARE Prime:
 - Available near a military hospital or clinic and other areas with established TRICARE networks, or in areas where the US Family Health Plan is offered
- TRICARE Prime Remote and TRICARE Prime Remote for active duty family members:
 - Available to ADSMs who live and work in remote locations (more than 50 miles from a military hospital or clinic) and eligible family members residing with them
 - Find out if you live in a remote area at www.tricare.mil/planfinder.



Plan Comparisons

TRICARE Prime®	TRICARE Select®
A health maintenance organization-style plan	A preferred-provider plan-style plan
Get most care from a primary care manager	Choose your TRICARE-authorized provider
Referrals for specialty care	Referrals not required for most services
Prior authorization for some services	Prior authorization for some services
Receive care from an established network of doctors and other health care providers	Receive care from any provider, but pay higher out-of-pocket costs when you receive care outside the established network of providers
Telehealth services available	Telehealth services available
No deductible applies, copayments apply for all beneficiaries except active duty service members	Deductible and copayments apply



Pharmacy Options

Military Pharmacy

- Usually inside military hospital and clinics
- Get up to a 90-day supply

TRICARE Pharmacy Home Delivery

- Must use this option for some drugs
- Get up to a 90-day supply

TRICARE Retail Network Pharmacy

- Fill prescriptions without submitting a claim
- Get up to a 30-day supply

Non-Network Pharmacy

- Pay full price up front and file a claim to Get a portion of your money back
- Get up to a 30-day supply



Service Members: Active Duty Dental Program

- The Active Duty Dental Program provides authorized civilian dental care for ADSMs who are either:
 - Referred from their military dental clinic (also known as a military dental clinic) in CONUS (continental U.S.) locations
 - Remotely located in both CONUS and OCONUS (outside the continental U.S.) locations
- The ADDP is administered by United Concordia.
 - If you're in the CONUS service area, call United Concordia at **866-984-2337**.
 - If you're in the OCONUS service area, call United Concordia at **844-653-4058**.
- For eligibility and benefit details, go to www.addp-ucci.com.



TRICARE Dental Program

When Moving

- Do not disenroll family members from TDP
- Update your address with the United Concordia
- Find a participating dentist at www.uccitdp.com
- - 844-653-4061(CONUS)
- -844-653-4060 (OCONUS toll free)



Vision Options

Federal Employees Dental and Vision Insurance Program

- Retirees, their eligible family members, and ADFMs enrolled in a TRICARE health plan may qualify to purchase vision coverage through FEDVIP.
- Eligible beneficiaries include those enrolled in or using:
 - TRICARE Prime, including USFHP
 - TRICARE Select
 - TRS
 - TRR
 - TFL

Visit www.benefeds.gov for eligibility, plan, and enrollment information.



The Affordable Care Act

TRICARE meets the minimum essential coverage requirement under the Affordable Care Act.

Each tax year, you'll get an IRS Form 1095 from your pay center. It will list your TRICARE coverage for each month.

Your Social Security number and the Social Security number of each of your covered family members should be included in DEERS for your TRICARE coverage to be reflected accurately.

A placeholder image for IRS Form 1095, which is a document used to report health coverage for the year. The image shows the top portion of the form with the title "Form 1095" and several lines for personal information.



Contact Information

Regional Contractors

- **TRICARE East Region**
Humana Military
800-444-5445
www.tricare.mil/east
- **TRICARE West Region**
TriWest Healthcare Alliance
888-TRIWEST (888-874-9378)
www.tricare.mil/west
- **TRICARE Overseas Region**
International SOS Government
Services, Inc.
www.tricare-overseas.com/contact-us

Dental Contractor

- **TRICARE Active Duty Dental Program**
United Concordia Companies, Inc.
CONUS: 866-984-2337
OCONUS: 844-653-4058 (using country-specific access codes)
www.addp-ucci.com
- **TRICARE Dental Program**
United Concordia Companies, Inc.
CONUS: 844-653-4061
OCONUS: 844-653-4060
www.uccitdp.com



Resources

- TRICARE Website: www.Tricare.mil



- TRIACRE Publications: www.Tricare.mil/publications
- milConnect: <https://milconnect.dmdc.osd.mil/>



BENEFITS COUNSELOR



BENEFICIARY COUNSELING & ASSISTANCE COORDINATORS (BCACs)

- **Help you understand TRICARE eligibility and guide you through getting the benefits you qualify for**
- **Explain TRICARE program benefits and processes**
- **Teach beneficiaries how navigate the health care system and get the services they need**
- **Address problems related to, referrals and authorizations, claims processing, eligibility, and enrollment**
- **Work with clinic and hospital staff to get you information and assistance**
- **Up-channel systemic problems to: DHA, TriWest Contractors, and MTF Staff**



DEBT COLLECTION ASSISTANCE OFFICERS (DCAOs)

- **Assist beneficiaries with claims issues already sent to collections**
 - Documentation Requested
 - ✓ Collection Notice and/or Credit Report
 - ✓ Copy of claims/bills and EOBs if available (DCAO can assist, but not always able to)
 - Completed DD Form 2870 authorizing DCAO to speak on your behalf
- **Assist beneficiaries to determine whether the debt or collection notice is valid**
- **Troubleshoot claims/billing issues not in collections and work toward resolution**



CLAIMS/BILLING ISSUES

"I'VE RECEIVED A BILL? I'M NOT SUPPOSED TO PAY ANYTHING, EVER!"

Get Ahead of it

- **TRICARE sometimes needs more information**
 - Third Party Liability Form – Emergency Department visits
 - Medical Necessity
 - Changes to the filed claim
 - Read your correspondence and use the TriWest Portal
- **Non-Covered Benefits**
 - Some services are not covered by TRICARE
 - ✓ Referral vs Authorization
 - ✓ Explanation of Benefits – EOB
- **What plan are you on?**
 - Prime – With Authorization - \$0 Copay, \$0 Out-Of-Pocket
 - Prime – Without Authorization – Point of Service Cost
 - Select – Very few Authorizations needed – Copays and Cost Shares apply
 - ✓ Stay in network!!!
 - Is your enrollment in the right region?

CLAIMS/BILLING ISSUES

READING AN EOB

- **A. Claim Number:** TRICARE's tracking number for this claim submission.
- **B. Services Provided By/Date of Services:** The provider's name and date they provided service.
- **C. Services Provided:** A brief description of the service.
- **D. Amount Billed:** The total amount charged by the provider.
- **E. TRICARE Approved:** The amount paid by TRICARE.
- **F. See Remarks:** The remarks will include the payment or denial code, if applicable. Look for a full description at the bottom of the page. You'll see what has or has not been paid on your behalf.
- **G. Claim Summary:** The total calculations for the amount billed to TRICARE. You'll see what has been paid.
- **H. Beneficiary Liability Summary:** The amount you may need to pay.
- **I. Benefit Period Summary:** The remaining totals for deductibles and catastrophic cap.

TRICARE is the administrator of the Department of Defense TRICARE Health Program. TRICARE is a government program of the Department of Defense (DOD). DOD, its agents, reserves.

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MICKEY MOUSE 100
MAGICAL WAY RM
11111

Date of Notice: January 08, 2024
Sponsor SSN: www.dod.mil
Sponsor Name: MICKEY MOUSE
Beneficiary Name: MICKEY MOUSE

Benefits were payable to:
<Insert Name & Address>

A Claim Number	C Services Provided By/Date of Services	D Services Provided	E Amount Billed	F TRICARE Approved	G APC#	H See Remarks
123456789-00-00	AC'S MEDICAL LLC 12/28/2023	001 Nasal interface (mask or can (A7034)	164.66	82.68		
	12/28/2023	001 Headgear used with positive (A7035)	55.62	27.25		
	12/28/2023	006 Pillow for use on nasal cann (A7033)	238.59	129.78		
	12/28/2023	006 Filter, disposable, used wit (A7038)	45.36	19.86		
	12/28/2023	001 Tubing with integrated heati (A4604)	93.51	53.16		
	12/28/2023	001 Water chamber for humidifier (A7046)	27.30	17.29		
	Totals:		625.04	330.02		

G Claim Summary	H Beneficiary Liability Summary	I Benefit Period Summary												
Amount Billed: 625.04 TRICARE Approved: 330.02 Non-covered: 295.02 Paid by Beneficiary: 0.00 Other Insurance: 0.00 Paid to Provider: 330.02 Paid to Beneficiary: 0.00 Check Number:	Deductible: 0.00 Copayment: 0.00 Cost Share: 0.00 Patient Responsibility: 0.00	To Date CY Beginning: January 01, 2023 <table style="width: 100%; font-size: x-small;"> <tr> <td></td> <td>Individual</td> <td>Family</td> </tr> <tr> <td>Deduct InNet:</td> <td>0.00</td> <td>182.00</td> </tr> <tr> <td>Deduct OutNet:</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td>Catastrophic Cap:</td> <td></td> <td>486.82</td> </tr> </table>		Individual	Family	Deduct InNet:	0.00	182.00	Deduct OutNet:	0.00	0.00	Catastrophic Cap:		486.82
	Individual	Family												
Deduct InNet:	0.00	182.00												
Deduct OutNet:	0.00	0.00												
Catastrophic Cap:		486.82												



CLAIMS/BILLING ISSUES

**“I’VE RECEIVED A BILL? I’M GOING TO IGNORE IT BECAUSE I’M NOT SUPPOSED TO
PAY ANYTHING, EVER!”**

- **The bill is not going to go away. You will end up in collections.**
- **Call the billing office and find out what the problem is.**
 - Patient information mismatches cause 25-35% of denied/failed claims
 - Verify:
 - ✓ Patient Information
 - Name
 - DOB
 - Address
 - ✓ Patient specific Benefits Number/DBN and sometimes SSN - Not DoD ID
 - No sponsor information unless verifying “Guarantor” or “Subscriber”

You and the biller are helping each other



OFF BASE APPOINTMENTS

- Use The Right Information
- Benefits Number – 11 digit unique to every Beneficiary
- Your Benefits Number is your Policy #, Group #, Insurance #.
 - Do not use DoD ID
- This will prevent billing problems!
- If there is any mismatch, the claims process will not connect you to your insurance.



- Sponsor ends with -00
- Dependents -01, -02, -03



CONTACTS Us

David Grant Medical Center 2nd floor in the Patient Service Center

Walk In – Sign in on the kiosk in the lobby

Call

707-423-7154 – Mr. Brian Oktavec

707-423-5337 – SrA Angelica Cecil

Thank You!
Welcome To Travis!



TEAM AEROSPACE

PERSONNEL RELIABILITY PROGRAM (PRP)



DUTY DETERMINATIONS

WALK-IN

MON-FRI: 0730-0800

M-W, F: 1245-1315

Closed Thursday afternoons

SICK-CALL

WALK-IN

MON-FRI: **0730-0800**

ER is for Emergencies ONLY

We are here to take
care of you and
support your mission!

To accomplish this
task, we need YOU to
self-report your status
AND report any **off-**
base care to Flight
Medicine
immediately!

PRIMARY CARE CLINIC

Flight Medicine

ROUTINE APPOINTMENTS

CALL: (707) 423-7295

AFTER-HOURS CMA

CALL: (707) 290-0774

Save this number to your phone!

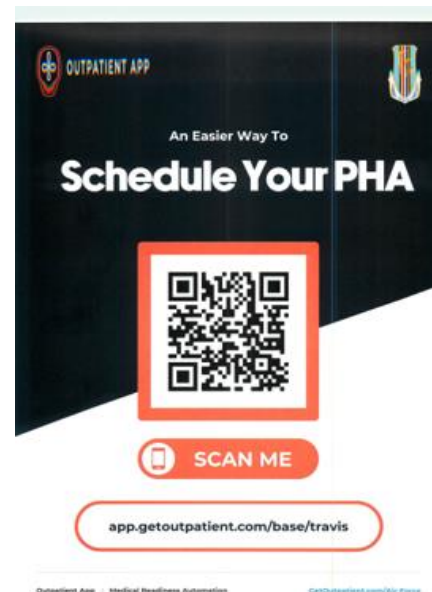
Report to Flight Medicine for in-processing within 7 days of arrival!
2nd Floor of the hospital near the South Entrance (near the ER)



PHYSICAL HEALTH ASSESSMENT (PHA) PRP/SENSITIVE DUTY PROGRAMS

PHA

- **Flyers:** Flight Medicine Clinic will call to schedule an appointment once PHA Phase I (record review) is complete. Flight Medicine phone number: 423-7295
- **All others:** No need for face-to-face appointment - complete web-based PHA. If further clarification/appt is needed, you will be contacted. Questions or concerns, please call: 423-7800
- **Medical Personnel Reliability Program (PRP)/Sensitive Duties Programs – 707-423-7295**





WARRIOR MEDICINE



WOMC



- Sick Call hours: 0730-0830 (Active Duty, AGR on greater than 30-day orders only)
 - New symptoms: (started in the last 2 weeks and have not been seen for the issue)
 - Examples - cold, sore throat, urinary tract infection, nausea/vomiting, symptomatic STI, ankle sprain, headaches, etc.
- **NOT** for:
 - Sudden onset chest pain, breathing problems, vision problems, or hearing loss. These are directed immediately to the Emergency Room.
 - Profiles or follow up care
- Walk-in hours: 1000-1400
 - Pregnancy tests, asymptomatic STI checks, Depo-Provera injection, Blood Pressure Checks, Suture/Staple removal, and wart removals.
- CONTACT WARRIOR MEDICINE:
 - To reach us: 707-423-3909 or using MHS Genesis Patient Portal

For Flyers please contact Flight Medicine at 707-423-7295



WOMC - Things to keep in mind

- Standard appointments are 20 mins.
 - You will be **NO SHOWED** if you are more than 10 minutes late.
 - Be 15 minutes early.
- You will be assigned to a PCM (Primary Care Manager) based upon your squadron.
- Medication renewals may require a follow up appointment
 - Schedule your medication renewal appointment at least 2 weeks in advance if possible.
 - You can request a refill up to 75 days before you run out of your medication.
 - Calling the day prior for non-emergent medications could be met with delays.
- Physical Training profiles can take up to 2 weeks to show up in your record.
- If you are deploying, please coordinate with your UDM and bring all required documentation.



WOMC - updates



- Online self-booking is temporarily disabled for patients
 - Messaging via the MHS Genesis Patient Portal is still available
- **NEW AF requirements are that shaving waivers will now expire 90 days after your PHA.**
 - WOMC offers monthly shaving waiver classes for all initial and renewal waivers. Call 707-423-3000 for the central appointment line or 707-423-3909 for the WOMC front desk to booked.



WOMC - common questions



If you get sick, what next?

- **What can I do in my office to stop the spread?** Non-pharmaceutical measures like washing hands frequently, cleaning frequently touched areas, and wearing a mask when experiencing symptoms, etc.) are still effective against spreading viruses. Get your required vaccinations.
- **What do I do if I am sick?** If feverish (>100.4 F), stay home until you are 24 hours fever free without the use of medications. Wear a mask to prevent spread of illness to others. Consult the Nurse Advise Line, consult your Primary Care Manager (PCM) or consider making an appointment. Take an at-home COVID test.



WOMC - common questions

- **I have been exposed to someone diagnosed with COVID. What do I do?** The Centers for Disease Control and Prevention (CDC) no longer recommends quarantining members who are exposed to a known COVID+ case. Exposed members may continue normal activities (i.e. work, school, travel, etc.) but must wear a face mask for 10 days when around others indoors. Also, watch for signs/symptoms (fever, cough, sore throat, etc.). Use an at-home test on/after day 5 of exposure if no symptoms, or test when symptoms start.
- **I have tested positive for COVID. I am NOT a healthcare worker, what do I do?** Stay home (isolate) and wear a face mask when around others for 10 days after the start of symptoms or date of positive test and use other non-pharmaceutical mitigation methods to decrease contamination/spread to others.
- Members may return to work after being fever free for 24 hours without the use of medications and other symptoms have improved. Members must continue to wear a mask for 5 additional days when around others/indoors.



WOMC - common questions



- **Do I need a PCR (COVID) test after a positive at-home (COVID) test? Can I ask for a PCR test after a positive at-home test?** If your at-home test is positive, a PCR test is not recommended/required. Members requesting a PCR test after a positive at-home test will be sent home to continue isolation. You can send a picture of your positive covid test via the patient portal if you require documentation.
- **I'm a healthcare worker who has tested positive for COVID, when do I come back to work?** Current guidance is to isolate for 5 days and be fever free for at least 24 hours without the use of medication. On the 6th day if you're fever free, you are cleared to return to work and mask for an additional 5 days.



WOMC - other resources

- **Physical Therapy:** Physical therapy is a self-referral so all you need to do is call them and schedule an appointment, please see physical therapy before your PCM (For musculoskeletal concerns) **(707) 423-7899**
- **Mental Health:** Mental health is also a self-referral **(707) 423-5174**
- **Behavioral Health:** Other self referral options for mental health (stress, sleep, smoking cessation, anxiety, depression coping, grief) **(707) 423-5301**
- **Women's Health:** Women's health has contraceptive walk in on Tuesdays 0800-1100 first come first serve ***Keep in mind you can always schedule an appointment with your PCM for contraceptives***
- **Central Appointment Line:** You can call the CAD to check on your appointments and set appointments, as well as leaving messages to your PCM **(707) 423-3000**
- Referrals may require a PCM appointment
 - Per AFI you are responsible for bringing in outside records for proper documentation and including it in your records.



FAMILY MEDICINE RESIDENCY CLINIC (FMRC)



FAMILY MEDICINE RESIDENCY CLINIC

FMRC OFFERS 18 SPECIALTY CLINIC

- OMT
- ACUPUNCTURE
- SPORTS MEDICINE
- VASECTOMY CLINIC
- CIRCUMCISION CLINIC
- PEDIATRICS
- DERMATOLOGY CLINIC
- GYN
- COMPREHENSIVE GERIATRIC ASSESSMENTS
- MEDICATION MANAGEMENT
- AMRO
- CONCUSSION CLINIC
- ORTHO
- LIFE
- ID
- POLST
- BOTOX
- BEHAVIORAL HEALTH

Phone: 707-423-3057

Location: Second Floor, South Entrance

Hours: 0730-1430



MENTAL HEALTH



MENTAL HEALTH SERVICES



Mental Health

- Specialty individual therapy/group counseling
- Medication Management
- Special Duty Evaluations
- Assess for safety/mission readiness
- No referral needed
- Available to Active Duty Only

Neuropsychic

- Neurocognitive Evaluations
- Psychological Testing
- Pre-Deployment testing (ANAM)
- Clear Thinking Group
- Need referral from PCM or Specialty clinic
- Available to AD/ADFM/Retired/RetiredFM

Targeted Care

- Vector/Triage Process
- Group Up
- Primary Care Behavioral Health (PCBH)
- Military Family Life Consultant
- Chaplain
- No referral needed, self refer
- Available to Active Duty

Hours of Operation: Mon-Fri 0700-1700 Phone Number: 707-423-5174 Walk In Hours: Mon-Fri 0730-1600



ADAPT ALCOHOL AND DRUG ABUSE PREVENTION AND TREATMENT PROGRAM

**ADAPT PM: CAPT DICKSON, AIMEE
ADAPT NCOIC: TSgt JOY, KRISTIN K.**



ADAPT PROGRAM

Objectives

- Promote readiness, health and wellness
- Minimize negative consequences to the individual, family and organization
- Provide education and treatment
- Return identified patients to unrestricted duty status, or assist them in transition to civilian life

Services

- Alcohol and Substance Use Treatment
- Outpatient Program
- Prevention & Education
- Individual and Group Counseling
- Can self refer, medical or command
- Available to Active Duty Only

Prevention

- 0.0 B.A.C. on base
- 0.08 B.A.C. legal limit off base DUI
- ZERO Tolerance for illicit drug use
- Do not drink if **HALT-B**
- One standard drink takes approx. 2 hours to metabolize

Hours of Operation: Mon-Fri 0700-1700

Phone Number: 707-423-2348

Walk In Hours: Mon-Fri 0730-1600



WHAT IS THE DEFINITION OF “ONE” DRINK?

Whether it's served slightly chilled, room temperature, or on the rocks, here's the answer:



one 12 oz. beer
at 4-5% alcohol
(look at the label)



one 1.5 oz. shot
of hard liquor
at 40% alcohol
or 80 proof



one 5 oz. glass
of wine at 11% alcohol

You may “feel” fine but that does not mean that you “are” fine



ANCILLARY SERVICES



DGMC PRESCRIPTION (Rx) PROCESS

Activation: New or renewed medication sent in by provider; alerts Pharmacy to process prescription

Refill: A resupply of your medication without having to contact your provider

Renewal: A regeneration of a previous script due to expiration or no remaining refills; **requires** provider contact

Useful Definitions

New/Renewal Prescription Activation Methods



Q-Flow Web (preferred): Scan the QR code and follow the prompts

OR



Q-Flow Texting: Text “*Get in Line*” to 1-855-803-4450

OR



In-Person BX Lobby Kiosk: Select “New Prescription” and return in 1 duty day. Select “Question” for any concerns and remain seated until your ticket is called.



New Rx processing takes 1 duty day. Exceptions include antibiotics and pain medicine (same day).



Refill Prescription Methods

Automated Refill Line: Call (707) 943-8565 and enter your prescription number(s)

OR



MHS GENESIS Portal: Sign into my.mhsgenesis.health.mil and visit the “Rx Refills” tab.

Refill Rx processing takes 3 duty days and can be picked up at the BX Pharmacy Window or BX Script Center Kiosk.

Non-controlled medications can be refilled once you have used 75% of the medication (ex. 90-day Rx can be refilled at 68 days).



PHARMACY CHECK-IN PROCEDURE



CHECK IN REQUIRED FOR NEW OR RENEWED PRESCRIPTIONS!

PREFERRED

ONLINE CHECK-IN

Scan the QR code with your phone camera and follow the prompts. You may now check-in for yourself and your family member(s) all at once!

<https://icarelink.com/DHIAWTF2132>

OR

TEXT MESSAGE CHECK-IN

Text "Get in Line" to (855) 803-4450

OR

LOBBY KIOSK CHECK-IN

Select "New Prescription" & come back within the time directed on the screen.

Note: Select "Question" for any questions or concerns, then remain seated until your ticket is called.

PRESCRIPTION NOTIFICATIONS

Sign up for text notifications at any Pharmacy window. Patients will receive a text when prescriptions are ready!

DGIIC
David Grant Medical Center

Updated as of 1 May 2025

FOR PRESCRIPTION REFILLS...

PREFERRED

MHS GENESIS Patient Portal

Scan the QR code with your phone camera, sign in, and visit the "Rx Refills" tab.

Do not change "MHS GENESIS Patient Portal" link

OR

CALL THE REFILL LINE

Call (707) 943-8565 and follow the prompts.

ScriptCenter: Automated Refill Pickup!

ScriptCenter is a self-serve locker that provides convenient and secure pick-up of prescriptions (exceptions: refrigerated and controlled medications).

Location: BX Mini Mall

Hours:

- M-F: 8 AM - 6 PM
- Saturday: 10 AM - 6 PM
- Sunday: Closed

To use:

- Must register at the kiosk in the BX Mini Mall
- Use the refill options above and select "ScriptCenter"

DGIIC
David Grant Medical Center

Updated as of 15 March 2025



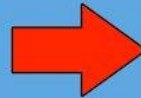
LABORATORY SERVICES



**DON'T WANT TO WAIT?
SCHEDULE AN APPOINTMENT!**

PREFERRED

**SCAN THE QR
CODE TO
SCHEDULE YOUR
APPOINTMENT**



OR

**CALL THE APPOINTMENT LINE
707 - 423 - 3000**

DELAYS

**LONGEST WAIT TIMES
OBSERVED:**

ON **MONDAYS
BETWEEN THE HOURS
OF **10:30 TO 11:30****

FEEDBACK

**COMPLIMENTS? CONCERNS?
USE THE QR CODE BELOW AND
TELL US HOW WE DID!
YOUR FEEDBACK MATTERS!**





IMMUNIZATION SERVICES



There may be delays and temporary closures

Appointments Required

Scan QR Code



To schedule:

- Scan QR Code
- Visit MHS Patient Portal
- Call Central Appt Line 707-423-3000, opt 1



COVID-19 Vaccines require appointments

Hours: Mon-Fri, 0730-1600

Walk-ins available for
AD Only Yellow/Red IMR
Requirements

Travel Vaccines for Unofficial Travel for AD &
Dependents require a Prescription



PT/OT/CHIRO



CLINIC PHONE NUMBER : (707) 423-7899

HOURS OF OPERATION: MONDAY –FRIDAY 0730 – 1630

LOCATION : 1ST FLOOR DGMC (CLOSER TO SOUTH ENTRANCE)

PHYSICAL THERAPY & CHIROPRACTOR

- SELF-REFERRAL
- ACTIVE DUTY ONLY

OCCUPATIONAL THERAPY

- NEED A REFERRAL FROM PCM!!!
- ACTIVE DUTY, RETIREES AND DEPENDENTS





ADDITIONAL RESOURCES

MHS Nurse Advise Line (NAL)



- 1-800-TRICARE (874-2273), Option 1
- www.MHSNurseAdviceLine.com
- Available 24/7/365
- Out-of-area & after-hours Urgent Care
- Team of registered nurses to answer a variety of urgent healthcare questions
- Urgent care in a timely fashion
- Establishes referral/authorization
 - Pays for the visit

IMPORTANT: Emergency care does not require pre-authorization



PEDIATRICS



PEDIATRIC DEPARTMENT

- PATIENT POPULATION AGES: 0-19 Y/O
- SERVICES PROVIDED:
 - ROUTINE CARE
 - ACUTE VISITS
 - SPORTS & ANNUAL PHYSICALS
 - INHOUSE IMMUNIZATIONS
 - REFERRAL MANAGEMENT

TRAINING DAYS: 4TH THURSDAY OF THE MONTH

Contact Us

Phone

707-423-5323

Hours

Monday - Friday
7:30 a.m. to 4:30 p.m.

Location

First Floor, south side





DENTAL



DENTAL SERVICES



- **Location: East side of DGMC**
- **Hours: Mon-Fri, 0700-1600**
- **ACTIVE DUTY ONLY**
- **Phone: 707-423-7000**
- **Sick Call 0700-0900**
- **After-hours Emergencies**
 - **Report to the Emergency Room First**
- **TRICARE Dental Program (Family Members)**
 - **United Concordia 1-844-653-4061**
- **Family members can be seen when space is available with our AEGD Flight if case meets educational requirements**
 - **Referrals can be sent to usaf.travis.60-mdg.mbx.60-ds-customer-service@health.mil**



EMERGENCY DEPARTMENT



EMERGENCY SERVICES

- **DGMC Emergency services available 24/7**
- **Threat to LIFE, LIMB, EYESIGHT**
- **From land line ON BASE: Dial 424-4911**
- **From cell phone ON BASE: (707) 424-4911**
- **Off-base Emergencies: call 911 (covered by TRICARE)**





Outpatient Nutrition Clinic

Capt Holly Corcoran & SSgt Gian Manapsal

September 16, 2025



What Can The Nutrition Clinic Do For You?

- “My troop scored at medium/high risk on BCA, what self-referral options are there?”



What Can The Nutrition Clinic Do For You?

- “My spouse just got diagnosed with (diabetes, IBS, etc.), how do they get an appointment with nutrition?”



What Can The Nutrition Clinic Do For You?

- “I’m struggling with my weight, but it’s due to other reasons. I can’t exercise because of knee pain. Are there other resources that can help?”



What Can The Nutrition Clinic Do For You?



- “What supplements are banned/prohibited by DoD?”



What Can The Nutrition Clinic Do For You?



- “I want a dietitian to speak to my unit”



What Can I Expect During My First Appt with a Dietitian?

- Expect:
 - No blaming
 - We are not the “Food Police”
 - Active listening
 - Motivational interviewing
 - Science-based recommendations
 - Patient-RD collaborate goal setting

**What people think
registered dietitians
do:**





Class Schedule



OCTOBER 2025

Monday	Tuesday	Wednesday	Thursday	Friday
		1 CARB CONTROL CLASS: 1000 BODPOD: 0830, 0845, 0900, 0915 ALSTON MCKINZIE GRP/ GRP VIRT	2	3 BODPOD: 0830, 0845, 0900, 0915
6 BODPOD: 0830, 0845, 0900, 0915	7 NUTRITION CLASS: 1430 CAPT CORCORAN GRP/GRP VIRT	8 HEART HEALTHY CLASS: 1000 BODPOD: 0830, 0845, 0900, 0915 MAJ THOMPSON GRP/ GRP VIRT	9	10 CLINIC CLOSED GOAL DAY
13 CLINIC CLOSED FEDERAL HOLIDAY	14	15 CARB CONTROL CLASS: 1000 BODPOD: 0830, 0845, 0900, 0915 ALSTON MCKINZIE GRP/ GRP VIRT	16	17 BODPOD: 0830, 0845, 0900, 0915
20 BODPOD: 0830, 0845, 0900, 0915	21 NUTRITION CLASS: 1430 CAPT CORCORAN GRP/GRP VIRT	22 HEART HEALTHY CLASS: 1400 BODPOD: 0830, 0845, 0900, 0915 CAPT CORCORAN GRP/ GRP VIRT	23 CLINIC CLOSED TRAINING DAY	24 BODPOD: 0830, 0845, 0900, 0915
27 BODPOD: 0830, 0845, 0900, 0915	28	29 BODPOD: 0830, 0845, 0900, 0915	30	31 BODPOD: 0830, 0845, 0900, 0915



Things to Keep in Mind

- Standard appointments are 60 minutes for initial and 30-45 minutes for follow-up appointment.
 - You will be **NO SHOWED** if you are more than 15 minutes late.
 - Be 5-10 minutes early.
- Outpatient clinic is available for outreach events such as unit PT briefing, Commander's Calls, Resiliency Days, etc.
 - Need 6-8-week notice.
 - Email Capt Holly Corcoran at holly.c.corcoran.mil@health.mil or call front desk 707-423-7867.



Body Composition Testing



BODY COMPOSITION TESTING




SCAN QR CODE FOR PRE-REQUIREMENTS

MON-WED-FRI
 Except Holidays
 From 0830-0930
 By Appointments Only

DAVID GRANT MEDICAL CENTER
 OUTPATIENT NUTRITION CLINIC

PREPARING FOR YOUR BODPOD TEST

To have the best possible results and to avoid the rescheduling of your appointment to a later date/time, please follow these guidelines on the day of your appointment:

- NO FOOD OR DRINKS 2-4 HOURS PRIOR TO THE TEST.
- REMOVE ALL JEWELRY TO INCLUDE EARRINGS, BRACELET, NECKLACE, AND/OR WATCH.
- AVOID EXERCISING OR ENGAGING IN STRENUOUS PHYSICAL ACTIVITY FOR AT LEAST 2-4 HOURS PRIOR TO THE TEST.
- WEAR TIGHT-FITTING SWIMSUIT, SPORTS BRA, OR COMPRESSION SHORTS. PLEASE AVOID ANYTHING WITH PADDING, POCKETS, OR ANY-LOOSE FITTING MATERIALS AS THIS CAN IMPACT RESULTS.
- SWIM CAP WILL BE PROVIDED DURING THE APPOINTMENT.



MON-WED-FRI

Except Holidays

From 0830-0930

By Appointments Only

1st floor, South Side
 Right across from Internal Medicine

For more information or to schedule your appointment

Please call our front desk at
 (707) 423-7867



Health Promotion

TRAVIS AIR FORCE BASE HEALTH PROMOTION

*Provide and
integrate
evidence-based
programs to
optimize health
and readiness.*

WHAT IS HEALTH PROMOTION

The art and science of helping individuals, commands, and the military community to improve their health-related behaviors and outcomes with evidence-based interventions, education, and programs.

Squadron-level and 1-on-1 interventions to address physical activity, nutrition, sleep health, tobacco usage, and overall behavior change.

PHYSICAL FITNESS



- Comprehensive fitness education and basic exercise plans.
- Clear guidelines for cardiovascular, strength, and flexibility training.
- UFPD guidance to help with PT plans.

NUTRITIONAL FITNESS



- Education on nutrition and healthy eating.
- Setting SMART goals.
- Operation Supplement Safety.
- Evaluation of and assistance for Snack Bars.

SLEEP OPTIMIZATION



- Ways to improve sleep and sleep hygiene.
- Assess your sleep score and level of sleepiness.
- Impact of sleep on readiness.
- Importance of proper sleep on health.

TOBACCO FREE LIVING



- Tobacco, smoking, and vaping education.
- Tips, tools, and resources for quitting.
- Long term impact on health and overall readiness.

POC: Ms. Emily
Loefstedt
707-423-7417
DGMG 3rd Floor,
West Wing, 3A210



HEALTH PROMOTION
United States Air Force



Travis AFB Health Promotion





OP Nutrition Clinic - Other Resources

- **Physical Therapy:** Physical therapy is a self-referral so all you need to do is call them and schedule an appointment, please see physical therapy before your PCM (For musculoskeletal concerns) (707) 423-7899.
- **Mental Health:** Mental health is also a self-referral (707) 423-5174.
- **Behavioral Health:** Other self-referral options for mental health (stress, sleep, smoking cessation, anxiety, depression coping, grief) (707) 423-5301.
- **Health Promotion:** Health promotion is self-referral for physical fitness, nutritional fitness, sleep optimization, and tobacco free living – use QR Code to contact.





Outpatient Nutrition Clinic

- Appointment hours: 0730-1630 (Active Duty, AGR, DoD Beneficiaries)
 - Group Classes: Nutrition and Wellness, Heart Health, & Carb Control
 - ✓ Once you attend a class, you can meet with a RD within 2-3 weeks.
 - RD 1:1 Appointment: AD Eating disorders, Cancer, CKD, Diabetes 1&2/GDM, IBS, PCOS, Pediatrics, Plant Based guidance, How to eat in the dorms, prenatal nutrition, weight management, & more.
- CONTACT YOUR PCM FOR REFERRAL
 - Self-Referral: Anyone can sign up for a BODPOD appointment! Please stop by the front desk or call our office to schedule: 707-423-7867.
 - Patients need provider referral for Health Healthy and Carb Control classes.
- CONTACT REFERRAL MANAGEMENT:
 - To reach us: 707-423-7641 or stopping by Patient Service Center located on the second-floor.



Outpatient Nutrition Clinic Staff





Nutrition Resources



Healthy Meal Ideas



Healthy Shopping List



Healthy Staples
to Have on Hand



Sample Meal Plans



Reference Food List



Outpatient Nutrition Clinic Contact Information

- Front Desk Number - (707) 423-7867/7497
- Online Messaging – MyMHS Genesis Patient Portal - "Travis Nutrition Clinic"



60th Medical Group Website
Outpatient Nutrition Clinic Information



BREAK



COSMETIC PROCEDURE AVAILABILITY

Oral Maxillofacial Surgery Clinic

- Rhytidectomy forehead – Brow lift
- Rhytidectomy full face – Face lift
- Blepharoplasty – Upper/lower eyelids
- Otoplasty – Ear deformity correction
- Laser Skin Resurfacing

These services do not require PCM referrals. To schedule an evaluation, call 707-423-7085.

Surgery Plastics

- Face Lift
- Neck Lift
- Brow Lift
- Blepharoplasty
- Breast Lift/Augmentation
- Liposuction
- Abdominoplasty/Tummy Tuck

These services do not require PCM referrals. To schedule an evaluation, call 707-423-5224



OPHTHALMOLOGY



Warfighter Laser Refractive Center



Corneal Refractive Surgery (CRS)

- ✓ Active duty, Reserves and National Guard (on active-duty orders) are eligible.
- ✓ 18 years or older.
- ✓ Retainability: 6 months for AF/Army and 12 months for all other branches (from the day of surgery).
- ✓ Requires command approval.
- ✓ Accepting dependent applications for PRK July 2025!
- ✓ Call 707-423-3146 for more information.

- ✓ Visit <https://travis.tricare.mil/Health-Services/Vision/Warfighter-Laser-Refractive-Center> for more program information.
- ✓ For application requests/submissions or questions, email: usaf.travis.60-mdg.mbx.dgmclasercenter@health.mil.

MEDICAL RECORDS





MEDICAL RECORDS



The Medical Records department is responsible for maintaining both physical and digital copies of inpatient and outpatient health records. As of January 2015, the Department of Defense (DoD) stopped creating physical outpatient medical records, and all records for members (and their families) who joined the service after this date are maintained digitally in the electronic health record system used across the DoD.

Services Provided

Release of Information (ROI) services, which facilitate the transfer of medical records to other medical facilities and referrals for continuity of care.

Requesting Medical Records

To request medical records, please follow these steps: Complete the DD Form 2870 (attached) and submit it using one of the following methods:

1. Email: usaf.travis.60-mdg.mbx.60-mdss-roi@mail.mil
2. In person: Visit the Patient Service Center on the 2nd floor.
3. Fax: 707-423-5055

*** We only accept requests with a valid Common Access Card (CAC) digital signature or a wet signature (with valid identification). Computer-generated signatures are not accepted.**



MEDICAL RECORDS



How to Opt Out of Joint Health Information Exchange (jHIE) Program.

Opting out withholds sharing of beneficiary health information to private-sector partners and provider networks. Includes non-active duty beneficiaries who receive healthcare through the Military Health Services (MHS).

This does NOT apply to active duty Service members, nor to Reserve Component Service members receiving care in MHS facilities.

Request by filling out DHA 346 form and sending form to:

DHA/PAD/jHIE Participation
7700 Arlington Blvd, Suite 5101
Falls Church, VA 22042

<https://travis.tricare.mil/Health-Services/Other/Medical-Records>



MEDICAL RECORDS



Processing Time and Delivery

We have up to 30 days to process your request. You can choose to receive your medical records via:

- Email using DoD SAFE (encrypted and fastest method).
- CD copy to be picked up.
- Mailed CD to address on the DD Form 2870.

If you only need a few encounters or immunization records, we can print them out for you on the same day.

Accessing Electronic Medical Records

To view your electronic medical records, we encourage you to create a patient portal account on the Medical Health Services Genesis (MHSG) website: <https://patientportal.mhsgenesis.health.mil>

Important Note for Parents and Guardians

Under federal and California law, minors aged 12 and above have the right to health information privacy. This means that parents and guardians may not be able to access certain health information for their child. If child has any mental health, contraceptive, or public health records, the child will need to sign the DD Form 2870 with valid ID and use the options listed above.



MHSG PATIENT PORTAL

- Electronic Health Record
- View notes, labs, test results
- Message your Primary Care doctor
- View, renew, activate medications
- Access Portal with CAC or DS Logon



Website: <https://patientportal.mhsgenesis.health.mil>

- For questions or additional support
- Call: 707-423-5190
- Patient Service Center - 2nd Floor DGMC





MEDICAL RECORDS



TURN IN Medical and Dental Records:

Medical Records Department

Customer Service Number: 707-423-5353

Hours: Mon-Fri, 0730-1630

Location: 1st Floor, Room 1B228.7

Information and DD Form 2870 located:

<https://travis.tricare.mil/Health-Services/Other/Medical-Records>



CENTRAL APPOINTMENT DESK / REFERRALS



DGMC APPOINTMENTS

Central Appointments:

- **Hours: Mon-Fri, 0700-1700**

Closed weekends, holidays,
AMC Family days and training days

- **Phone: 707-423-3000**
- **Out of Area: 1-800-264-3462**
- **Training days: 4th Thursday of the month**



***Due to reduced manning – Patient Portal scheduling is currently limited to Internal Medicine and Pediatrics.**

Website: <https://patientportal.mhsgenesis.health.mil>



REFERRAL MANAGEMENT



What is a referral?

- Request for specialty care (w/in MTF or TRICARE network)
- Creates authorization (to pay) for network visits issued through TriWest Health Alliance. **

Referral Management Center (RMC):

- 2nd Level, Patient Service Center (PSC)
- Mon-Fri, 0730-1630
- 707-423-7641

Tricare Prime and seeking routine care off-base without a referral?

- NO Authorization created
- TRICARE will NOT pay w/o prior authorization
- Member is responsible for 100% of the resulting charge
- Ordinary leave will be charged for travel & hospital stay

Elective procedures/surgery for ADSM:

- Prohibited w/out prior written approval by Sq/CC & MTF/CC
- Performed at patient's expense (100%)
- Contact 707-423-3472 to initiate process



PATIENT TRAVEL



- **Eligibility:** All Active-Duty Service members
- **Benefits:** Travel reimbursement
- **Process:** Retrieve supporting documents from PCM, email documents to members listed below as well as a detailed synopsis of the details of travel.
 - Dates of travel
 - Travel location
 - Are non-medical attendants required

POC: SSgt Coughran /SSgt Loredo Benitez

yoana.loredobenitez.mil@health.mil /vernon.t.coughran.mil@health.mil

707-423-7923/ 423-3205



60TH MDG PATIENT ADVOCATE

MR. JOHN DICKENS

707 423-2388



Patient Relations Coordinator



John Dickens
60th MDG Patient Advocate
707-423-2388
Room 1A403



60 MDG Patient Advocate Creed



Dedicated to successfully advocating for what is right, equal for all patients, the 60th Medical Group, and the Air Force

and

To continually pursue opportunities which improve process, enhance patient satisfaction, and eliminate barriers



Patient Experience Survey Systems



Interactive Customer Evaluation (ICE): <https://ice.disa.mil/>

- Immediate online survey
- Clinic unique QR code set up



Joint Outpatient Experience Survey (JOES): <https://joesreports.com/>

- Patient receives survey via
 - Mail
 - Email

Joint
Outpatient
Experience
Survey



Please promote ICE and JOES surveys!!!



Speak up!

Your voice matters

Volunteer to become a **patient and family advisor** on our patient and family partnership council

The Patient and Family Partnership Council captures the voices and insights of patients and families to improve the care experience.

 **Is being a patient and family advisor right for you?**

We are looking for volunteers who can:

- Partner with other patients and staff to help improve care
- Represent the interests of all patients cared for by the military treatment facility
- Work well in teams and have fun!



Patient and Family Advisors



Take an Active Role



Improve Staff-Patient Communication



Make a Difference in the Care of Fellow Service Members and Their Families

Learn more about the Patient and Family Partnership Council!

For more information, contact:

60 MDG Patient Advocate: Mr. John Dickens (707) 423-2388



EXCEPTIONAL FAMILY MEMBER PROGRAM

EFMP - MEDICAL



MOHAMMAD MASUM, MAJ USAF, NC
SPECIAL NEEDS COORDINATOR



WHAT IS EFMP?

- It's a Department of Defense program that helps military personnel find assignments that consider the medical and educational needs of their families.
- **EFMP Assignments**- Provides assignment coordination while ensuring that special medical and educational needs of family members are considered.
- **EFMP Family Support**-Provides community and resource support functions provided by the Airman & Family Readiness Center (A&FRC)
- **EFMP Medical**-Provides screening, identification, enrollment and assignment coordination through the Family Member Travel Screening (FMTS) Process. It also provides medical information management to ensure military families with special needs are not assigned to locations lacking adequate medical and educational services.



YOU SHOULD ENROLL IN EFMP IF:

- **Have a spouse, child or dependent adult who requires special medical services for a chronic condition.**
- **Receive ongoing services from a medical specialist(s).**
- **You have been diagnosed with significant behavioral health conditions.**
- **AND if you have a child from birth to age 21 who:**
 - **Receives special education services through an individualized Education Program (IEP).**
 - **Receives early intervention services through an Individualized Family Service Plan (IFSP).**
 - **Or is eligible for these services.**



CONTACT INFORMATION

SPECIAL NEEDS COORDINATORS:

- Major Mohammad Masum

Email: mohammad.masum.mil@health.mil

Phone (707) 423-3786

SPECIAL NEEDS TECHNICIANS:

- SrA Kodjo Segbedji, Ms. Tenicia Sanchez Martin, and A1C Leon, Darian

EFMP Org Box: usaf.travis.60-mdg.mbx.efmp@health.mil

Office location: Room 1A402 First floor

Main Phone: (707) 423-3786

Supervisor: Major Aaron Orzel

Email: Aaron.m.Orzel.mil@health.mil

Phone: (707)423-7927



EFMP-FS ROLES & RESPONSIBILITIES

- Conduct family needs assessment/services plans
- Information & Referral (local, state, federal resources)
- Offer workshops, education briefings & engaging events
- Offer enhanced support to deployed families
- Provide warm hand-off to gaining EFMP Family Support installations

EFMP 101 Orientation
Get Your Questions Answered!

Wednesday Jan 15, Apr 16,
Jul 16, and Oct 15, 2025
1000-1130



Exceptional Family Member Program

Speakers from each area of the program including:

- Medical
- Family
- Assignments

Location:
Military & Family Readiness Center
351 Travis Avenue
Travis AFB, CA 94535

EFMP Exceptional Family Member Program

REGISTER @ WWW.TRAVISMFRC.COM



Scan me to
sign up for
our next
one



Who We Assist

- DoD – ID Card Holders
- Active Duty
- Air National Guard
- Reservists
- Geographically Separated Units
- Deployed SMs
- Retirees
- Civilians
- Contractors



RESPITE CARE



EFMP
Exceptional Family Member Program

RESPITE CARE PROGRAM

Short-term care provided to DAF EFMP-enrolled families

Benefits

- ✓ Up to 32 hours monthly
- ✓ In-Home care
- ✓ Provider matching
- ✓ Adult EFM care available

CONTACT LOCAL EFMP OFFICE FOR MORE INFORMATION

afpc.dpfx.workflow@us.af.mil

www.daffamilyvector.us.af.mil

Respite Care 5 Child Care Aware® of America is a proud partner with the United States Military and Department of Defense to serve and support EFMP families through Respite Child Care Programs.

Level of Need Assessment

LON 3 = 20 hours per family

LON 4 = 32 hours per family



EFMP FAMILY SUPPORT

OFFICE LOCATED AT THE M&FRC, BLDG. 660

EFMP-FS COORDINATOR

Ms. Latoshia Odom, GS-11, 60 FSS/FSH

latoshia.odom@us.af.mil

707-424-5308

EFMP-FS COORDINATOR

Ms. Ashley Miguel, GS-11, 60 FSS/FSH

ashley_rose.miguel.1@us.af.mil

707-424-2511


EFMP-FS NAVIGATOR

Ms. M. Reneé White, GS-11, 60 FSS/FSH

maria.white.7@us.af.mil



707-424-0538

Some Events Hosted by EFMP-FS

AUTISM AWARENESS WALK
WALK BEGINS @ 5PM

EVERYONE IS WELCOME


WALK THE LOOP OF AWARENESS

SUPPORT-AWARENESS-COMMUNITY

WEDNESDAY
APRIL 30, 2025
4:30PM-6:30PM

MILITARY & FAMILY READINESS CENTER
PARKING LOT (351 TRAVIS AVE. BLDG 660)


BOUNCE HOUSE | GAMES | PRIZES | FOOD |
FUNDRAISER SILENT AUCTION | FOOD | FUN




MOVING MOUNTAINS
MILITARY & FAMILY READINESS CENTER

THE PEAK
MILITARY & FAMILY READINESS CENTER

SIGN-UP HERE



You Are Invited To

EFMP CONNECT

Mid-Day Tea/Coffee

Join us at a space to unwind, make connections, gather info and strengthen your support network.

Wednesday, 21 May
1100-1300
M&FRC,
351 Travis Ave.



This event is open to all adult EFMP members.

RSVP by 19 May.

Connect - Share - Grow



FAMILY MOVIE NIGHT

Disney · PIXAR

ELIO

Sensory-Friendly Movie

EFMP COMMUNITY, JOIN US FOR A

FREE movie @

BRENDEN THEATERS

THURSDAY,
JUNE 26

AT 5:30 PM

Scan me to register



Meet us at 5:10 PM at
531 Davis St.
Vacaville, CA 95688

SNACKS FOR PURCHASE



Scan the QRCode or go to
www.travismfc.com





QUESTIONS??



Connect with your Travis EFMP- FS Team
M&FRC front desk number: 707-424-2486



**Sign up for upcoming events, classes , or
workshops**

Click on “Click here to sign up for a Class/Event” bar



DEPARTMENT OF THE AIR FORCE

Family Advocacy Program

UPLIFTING AIRMEN,
GUARDIANS, & FAMILIES

Travis AFB, CA 94535

707-423-5168

24 Hour Crisis Line 707-232-5109



MISSION



To build healthy communities through implementing programs and services designed for the prevention and treatment of domestic abuse and child maltreatment



PREVENTION/OUTREACH SERVICES....BUILDING FAMILY STRENGTHS



- Anger Class
- Mondays @ 1300
- Parenting Education
- Love and Logic
- 1-2-3- Magic
- Triple P (virtual thru Community)
- New Parent Support Program
- Boot Camp for New Dads
- Baby Basics
- FAST-communication, families, and individual services.
- DAVA- Victim Advocate





- The New Parent Support Program (NPSP) provides *support to expectant parents and parents of up to age 3* through:
 - Home visitation to provide education and support to parents
 - Helping the family adapt to a new family member
 - Consultation on baby care, nurturing, growth, development, parenting infants/toddlers
 - Education on play and family safety
 - Community resources and connection



REPORTING

Reporting Domestic Abuse or Child Maltreatment



AFI 40-301 requires that:

MTF staff, Law Enforcement and OSI report both domestic abuse and child maltreatment to FAP

CCs and any individual in the active component service member's chain of command shall report all credible information (which may include a reasonable belief) of suspected child maltreatment immediately to the FAP office responsible for serving the unit

Childcare providers will report of suspected incidents of child maltreatment occurring in DoD sanctioned activities are immediately reported to the FAP

Everyone is encouraged to report suspected maltreatment to FAP. Reports to FAP may be done directly or anonymously

Types of Abuse



Adult- Domestic Violence

- Physical
- Emotional
- Sexual
- Neglect



Child Abuse

- Physical
- Emotional
- Sexual
- Neglect



Travis AFB Domestic Violence Victim Advocacy

Reporting options available to you in California

RESTRICTED

- Contact one of the below:
 - Domestic Abuse Victim Advocate (DAVA)
 - Family Advocacy Program
 - Mental Health Provider

ASK FOR A RESTRICTED REPORT

- Receive:
 - Advocacy Services
 - Individual Counseling
 - Resource information

Law enforcement and chain of command NOT notified

UNRESTRICTED







- Contact one of the below:
 - Family Advocacy
 - Domestic Abuse Victim Advocate (DAVA)
 - Law Enforcement
 - Chain of command
 - DGMC Emergency Dept
- Receive:
 - Medical care
 - Advocacy Services
 - Family Advocacy Services
 - Resource Information

Criminal investigation is initiated and unit commander notified

Domestic Abuse Victim Advocate: 707-232 - 5109
Family Advocacy Program: 423-5168
Location: DGMC First Floor



YOUTH SUPERVISION GUIDELINES

Child Sitting Siblings & Others	No	No	No	No	*Yes; 12 yrs or 7 th grade minimum child must be at least 4 yrs of age	*Yes
Left in Car Unattended	No	No	No	Yes; except in hot weather, keys removed and brake applied	Yes	Yes
Outside Unattended	No	Yes; with ready access to adult supervision (visual sight or hearing distance)	Yes; with ready access to adult	Yes	Yes	Yes
Left Alone without a sitter	No	No	No	Yes; may be left home 3hrs (day time only); adult checking periodically	Yes; up to 12 hrs, adult access; not to exceed base curfew hours	Yes
Left Alone Overnight	No	No	No	No	No	Yes, not to exceed 48 hrs
						
Age of Child	Newborn thru Age 4	Age 5-6	Age 7-9	Age 10-11	Age 12-15	Age 16-17

Call Family Advocacy for More Information



***CALL FAP TO MAKE A REFERRAL OR
FOR MORE INFORMATION***



DEPARTMENT OF THE AIR FORCE

Family Advocacy Program

UPLIFTING AIRMEN,
GUARDIANS, & FAMILIES

At (707) 423-5168

24 Hour Crisis Line 707-232-5109



PATH TO SELF CARE MANAGING COMMON ILLNESSES



**COLD
SYMPTOMS**



**SORE
THROAT**



RASH



BACK PAIN



**IF YOU'RE EXPERIENCING A MEDICAL EMERGENCY, PLEASE CALL 911
OR REPORT TO THE NEAREST EMERGENCY ROOM**



HOT LINKS

- **Hospital hours for most services: M-F 0730-1630 (North and South)**
- **60 MDG Website: <https://travis.tricare.mil/>**
- **Follow us on social media: <https://www.facebook.com/60MDG.DGMC/>**
- **TRICARE West Region: www.tricare-west.com**
- **Slide Deck: <https://travis.tricare.mil/Patient-Resources/Medical-Right-Start>**



Central Appointments (707) 423 – 3000
Referral Management (707) 423 – 7641
Benefits Assistance Office (707) 423 – 7921 | 3472
Pharmacy Refill (707) 423 – 7600
Dental (707) 423 - 7001

EFMP (707) 423 – 3786
General Info - North Information Desk
(707) 423 – 7300
General Info - South Information Desk
(707) 423 – 3687
Nurse Advice Line (800) 874 – 2273
www.mhsnurseadvice.com



QUESTIONS



HOW ARE WE DOING?

