



# Malcolm Grow Medical Facility

## Outpatient Information Guide 2008



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## Outpatient Information Guide

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# Introduction

Welcome to the 79th Medical Group (79 MDG), Malcolm Grow Medical Treatment Facility. This facility was established in 1958. It currently operates 15 inpatient beds and offers a full range of primary care services along with medical and surgical subspecialties, dental care and aerospace medicine. We serve as a referral facility for patients coming from Air Force facilities in Europe and the eastern United States. In addition to providing direct patient care, we are affiliated with the Uniformed Services University of Health Sciences (USUHS) and serve as a training facility for medical students and other health professionals. We are proud to provide you with the best medical care available anywhere. We invite your comments on the services we provide and welcome any suggestions which will allow us to improve the quality and convenience of your health care. Again, welcome to your medical center. We hope your visit will be a pleasant one.



Colonel Robert I. Miller  
Commander, 79th Medical Group



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# TRICARE Enrollment

To enroll in TRICARE Prime at Malcolm Grow, all military beneficiaries, including active duty members, need to stop by the TRICARE Service Center located just inside the basement entrance of the facility and complete an enrollment form. It takes approximately ten days to switch enrollment from another TRICARE region. New enrollees who submit their enrollment form before the 20th of the month will be enrolled effective the first of the next month. Those who submit an enrollment form after the 20th, will be enrolled on the first day of the second month. It's important to always keep the yellow copy of the enrollment form as proof of enrollment until you are activated in the system.

There are five Primary Care Management (PCM) teams at Malcolm Grow and patients are assigned to a team and provider based on the unit they are assigned to. Patients enrolled in TRICARE Prime must use their PCM to coordinate all primary and specialty care medical concerns. Enrollees may change their PCM by calling **Health Net Federal Services at 1-877-874-2273**.

A Patient Advocate is assigned to all clinics and services at Malcolm Grow to assist with any questions or concerns patients may have. If an issue is not answered satisfactorily by the Patient Advocate, patients may contact the Director of Customer Service at 240-857-5817.

## Appointments

TRICARE Prime enrollees can make an appointment at Malcolm Grow by calling the Appointment/Information Line at 1-888-999-1212, from 6 am to 6 pm, Monday through Friday. If possible, it's best to avoid calling on Monday as this is our busiest day of the week.

For faster service we encourage you to try making appointments online at **[www.TRICAREonline.com](http://www.TRICAREonline.com)**. Simply register, select a password and then book an appointment. For assistance with using the online service call the TRICARE office at 240-857-8925.

Appointment availability may fluctuate as a result of deployments, illness or TDY. If an appointment is not available when a Prime patient (dependent) calls, they will be offered an appointment at the Waldorf or Laurel Urgent Care Centers. This is known as



our Pop Off Valve. If an appointment is not available when an Active Duty member calls, the callcenter will contact the member's PCM clinic and a staff member will call the active duty member back by the end of the day. Patients who require a prescription refill may call their PCM clinic and leave a message for their provider.

We adhere to the following Access Standards when scheduling appointments:

- Routine:** .....7 business days
- Urgent/Acute (Same Day):** ..... 24 hours
- Wellness:** ..... 28 days
- Established (follow-up):** .....As request by provider

All referrals for Specialty Care are coordinated by the Referral Management Center (RMC). After the provider enters a consult for specialty care, the patient may stop by the RMC, One Stop Shop, and have their referral reviewed on the spot. Patients who prefer to call the call center for their specialty appointment, should wait two days before scheduling the appointment to allow time for the necessary review.

**Mental Health Services:** Prime enrollees may self refer to a TRICARE provider for the first eight visits. Contact Health Net at **877-874-2273** to help locate a provider.

**After Hours:** Prime enrollees who become ill after hours should call/page the Provider On-Call for their PCM team at the numbers listed below; leave a message and you will be called back. If you're traveling out of the local area you may also call Health Net for assistance locating a provider (**1-877-874-2273**).

- Flight Medicine** .....202-327-0397
- Family Practice** .....240-857-7964
- Gold Team** .....202-327-0399
- Silver (Internal Medicine)** .....202-327-0402
- Pediatrics** .....1-800-759-8888, Pin 1555755
- Labor & Delivery Unit** .....240-857-5379

In an emergency call 911 (522 if you're in-house at Malcolm Grow) and go directly to the nearest emergency room. To obtain information on a patient who was admitted to the hospital call the Malcolm Grow information desk at 240-857-5911.

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## Registration

New patients at Malcolm Grow must stop by the TRICARE Service Center and register in our automated patient database, called the Composite Health Care System (CHCS). Once registered, the process for scheduling appointments will be quicker.

## Special Needs Identification and Assignment Process (SNIAP)

SNIAP coordinates services for special needs family members prior to PCS. If you have a family member who needs special assistance contact the Family Member Relocation Clearance Coordinator at 240-857-7503.

## Traveling Out of Area

When traveling out of the area Prime enrollees are covered for urgent or emergency care, only. If possible, try to use a military treatment facility. If there are no military facilities available, Prime enrollees may use a civilian provider, for urgent care, but must call **Health Net (1-877-874-2273)** for authorization and to help locate a provider **before** receiving treatment. Routine care is not authorized out of area.

**Active Duty members who are seen by a civilian provider after hours must ensure that their PCM enters a referral in the system for the claim to pay.** In an emergency call 911 or go directly to the closest military or civilian medical facility.

## Claim Concerns

For information about claims processing or to check the status of your claims submission, please contact Health Net Customer Service at 1-877-874-2273 or visit their online TRICARE Service Center at [www.hnfs.net](http://www.hnfs.net). Claim forms and information may also be obtained at [www.mytricare.com](http://www.mytricare.com). If your concerns persist, contact a **Beneficiary Counselor Assistance Coordinator (BCAC) at 240-857-5615**.

TRICARE North beneficiaries should mail claim forms for civilian care to:

Health Net Federal Services, Inc.  
C/o PGBA, LLC/TRICARE  
P.O. Box 870140  
Surfside Beach, SC 29587-9740



# Primary Care Services

Malcolm Grow has established five Primary Care Manager (PCM) teams to provide care to our patients. Each team has approximately ten providers.

## Gold Team (Primary Care)

Located in building 1058. Enrolls individuals ages five and above. Providers include family practice physicians, internists, nurse practitioners, and physician assistants. Pregnant women assigned to the Gold Team may receive their prenatal care in the Family Practice or the Women's Health Clinics. If prenatal care is provided by Family Practice, the family must re-enroll to Family Practice.

**Phone: 240-857-6823**

**Patient Advocate: 240-857-7064**

## Silver Team (Internal Medicine)

Located in the basement of the hospital in the Internal Medicine hallway. This team enrolls individuals age 17 and above. Providers include internists and physician assistants. Individuals with more complicated medical problems such as asthma, diabetes, or cardiac conditions should select this team.

**Phone: 240-857-4946**

**Patient Advocate: 240-857-8722**

## Pediatrics Team

Located in building 1058. This team enrolls children from newborns up to age 16 years. Providers include pediatricians and nurse practitioners. Approximately ten pediatric sub-specialists visit the clinic routinely for patient consultation and follow-up.

**Phone: 240-857-2723**

**Patient Advocate: 240-857-2323**



### **Family Practice Team**

Located in building 1075. This team enrolls individuals of all ages, however, the entire family must enroll. Providers include family practice physicians and residents along with nurse practitioners. Pregnant women assigned to Family Practice must receive all their prenatal care with this team.

**Phone: 240-857-4052**

**Patient Advocate: 240-857-5042**

### **Flight Medicine Team**

This team is located in building 1075 and only enrolls active duty flyers and their dependents over age 9 along with special operational personnel who require AF Form 1042 (medical clearance to fly) and their dependents over age 9. Providers include flight surgeons and physician assistants. Sick call for active duty members is held between 0700-0730 hours, Monday-Friday.

**Phone: 240-857-5282/5283**

**Patient Advocate: 240-857-5166**



## **Emergency Department**

The Emergency Room is for emergencies only. The purpose of the Emergency Department is to provide care to patients who are in danger of losing life, limb, or eyesight due to injury or illness. The Emergency Department also provides an ambulance service for emergencies occurring on Andrews AFB. Emergency care is provided 24 hours a day and may be accessed by dialing 911. Patients are treated according to the severity of their illness, not on a first come, first served basis.

## **Partial Hospitalization Intensive Addiction Services**

This service is a function of the Malcolm Grow Addiction Services Element, a nonresidential addiction treatment service. The interdisciplinary staff consists of psychiatrists, nurses, social workers, certified counselors, mental health technicians, and other ancillary services. We provide treatment to active duty service members, retirees, and DOD family members who have substance abuse/dependence and/or gambling or other addiction diagnoses. Our goal is to place patients in the appropriate level of care, to match the appropriate type and intensity of services to the individuals' needs, and to prepare the patient to successfully engage the next lower level of care available in the patients local area. For more information about our program, please contact our Intake Office at 240-857-8956.

## **Women's Health Clinic**

The Women's Health Clinic offers obstetrical and gynecological health care to adolescents, adults and geriatric women. Health care providers include OB/GYN physicians, women's health care nurse practitioners, and family practice residents. We have an extensive OB/GYN teaching program for residents, physician assistants and medical students who are supervised by credentialed providers. Phone: 240-857-2979.

Patients transferring their prenatal care from another location should call the Women's Health Clinic at 240-857-2979. Patients should also bring a copy of their OB records to the clinic for review to ensure the appropriate level of care is available. Patients identified as high risk during the review process may need to be seen at another military facility that offers the level of care needed.

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# Specialty Services

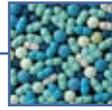
The following specialty clinics are available at Malcolm Grow. To contact these clinics directly call 240-857-(plus a four digit extension listed below). For additional assistance with locating a clinic contact the Hospital Information Desk at 240-857-5911. To be seen by these clinics, you must first have a referral from your assigned Primary Care Manager.

## Medicine Clinics

|                          |           |
|--------------------------|-----------|
| Allergy/Immunization .   | 7427      |
| Audiology . . . . .      | 8591      |
| Behavioral Medicine . .  | 8942      |
| Cardiopulmonary.         | 2011/7428 |
| Dermatology . . . . .    | 7497      |
| Endocrinology . . . . .  | 0617      |
| Hematology/Oncology      | 2706      |
| Internal Medicine. . . . | 4946      |
| Mental Health. . . . .   | 7186      |
| Nutritional Medicine . . | 3901      |
| Occupational Therapy.    | 8008      |
| Podiatry . . . . .       | 5995      |
| Acupuncture. . . . .     | 4979      |
| Chiropractic . . . . .   | 0794      |
| Neurology. . . . .       | 6285      |

## Surgery Clinics

|   |      |
|---|------|
| Eye, Ear, Nose,<br>and Throat . . . . . | 4928 |
| Ophthalmology . . . . .                 | 4928 |
| Colorectal Surgery . . .                | 3083 |
| Urology. . . . .                        | 6048 |
| Orthopedic Surgery. . .                 | 5995 |
| Thoracic/Vascular . . . .               | 3083 |
| Wound Clinic . . . . .                  | 3083 |
| General Surgery . . . . .               | 3083 |
| Women's Surgical . . . .                | 5868 |
| Physical Therapy . . . . .              | 4074 |



## Ancillary Services

### Pharmacy

**Location:** Main Pharmacy, Bldg 1050 (First Floor) 240-857-4565

**Satellite Pharmacy (Home Traditions Storefront)**

**Pharmacy Patient Advocate:** 240-857-8430

### Hours of Operation:

**Monday-Friday:** 0730-1700 hours

**Saturday-Sunday:** Closed

**Federal Holidays:** Closed

**Wing Down Days:** Closed

**REFILLS:** Available at the Satellite Pharmacy. Call 240-857-4893, 24 hours a day. All requests for prescription refills must be phoned in advance. Refills phoned in prior to 1500 hours will be available for pick-up at the satellite pharmacy the next day (Mon-Thur) after 0900 hours. Those phoned in after 1500 hours on Friday will be available on Tuesday.



## **Diagnostic Imaging Services (Radiology)**

**Bldg 1050 (Main Radiology)**

**Hours: 0730-1630, Monday-Friday**

**Phone: 240-857-2085/2086, Radiology Information/Front Desk  
240-857-6125/7414, Appointment Line**

**Magnetic Resonance Imaging (MRI):**

**Bldg 1050, 240-857-7717/5466/7562**

**Patient Advocate: 240-857-8876**

The Diagnostic Imaging Flight provides services in routine radiography and fluoroscopy, CT scanning, ultrasound examination and mammography. Referrals are required and appointments are made directly with the Diagnostic Imaging Flight.

## **Laboratory**

**Location: Bldg 1050, Department of Pathology**

**Hours: 0700-1700, Monday-Friday**

**Phone: 240-857-8358**

**Patient Advocate: 240-857-8979**

The Department of Pathology provides a wide range of diagnostic laboratory support. Most patients are served on a walk-in basis. Only a few tests, such as glucose tolerance, require a scheduled appointment.



## Other Services

### Dental Clinic

**Main Dental Clinic 240-857-5029**

**Location: California Avenue, Bldg 1601**

**Hours: 0700-1600, Monday-Friday**

**Periodic Exams (Active Duty only): 240-857-7560**

### Sick Call Hours

**Hours: Mon-Fri, Check-in at 0700 or 1300 hours**

**Oral and Maxillofacial Surgery Clinic 240-857-6036**

**Location: Main Hospital, Bldg 1050, first floor, Suite B1**

Complete dental care is authorized for all active duty personnel. All others are highly encouraged to participate in the following dental plans:

TRICARE Dental Program, United Concordia, 1-888-662-2256

Retiree Dental Program, Delta Dental, 1-888-838-8737





## **Medical Examinations**

Preventive Health Assessment (PHA)

Operational Medicine Clinic: Bldg 1050, room F1-64, past Surgery clinic and across from Urology.

PHAs for active duty members and IMA Reservists are conducted by the Operational Medicine clinic. Scheduling of active duty members should be completed through their Unit Health Monitor or Unit Deployment Manager. IMA's should call 240-857-6073.

## **Accession Physicals**

Initial Flying Exams, DODMERB, and ROTC Scholarship exams are scheduled through Public Health by calling 240-857-5498.

## **Overseas Clearance**

Active Duty members can walk-in to Operational Medicine, Bldg 1050, Room F1-64 on Mon-Wed 0730-1600 hours, Thursday at 0730-1200 hours and Friday at 0900-1600 hours. Dependents are processed through Family Advocacy by calling 240-857-9908.

## **School and Sports Physicals**

School and sports physical for children are performed by their PCM.



# Health Education Services

## Health and Wellness Center (HAWC)

**Location:** Bldg 1442 (above Sports Page)

**Hours:** 0730–1630, Monday–Friday

**Phone:** 240–857–5601/4292

The Andrews Air Force Base Health Promotions Flight assists individuals in acquiring skills to improve their health and well being. Health Promotion coordinates educational programs concerning nutrition, physical fitness, stress management, tobacco use cessation, and others. You do not need to have a referral from your PCM to attend the smoking cessation course. Classes are run by the Health and Wellness Center 240–857–5601.



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## Diabetic Education Clinic

**Location:** Bldg 1050

**Hours:** 0730–1630, Mon–Fri

**Phone:** 240–857–6087

The following three Diabetes education classes are available at Malcolm Grow:

- Pre-Diabetes, 0830–1030 every 4th Tuesday of the month
- Diabetes Mini Session, 0830–1230 on the other Tuesdays
- Diabetes Education Clinic, 1230–1530 on Thursdays for 4 sessions

**Pre-Diabetes Class:** Offered for those with impaired glucose tolerance, that is, the blood glucose testing shows a range of 111 to 125. Attendees will receive information on the signs & symptoms of diabetes, sensible nutritional management, the importance of diet, exercise/activities to prevent or delay the onset of diabetes Type 2.

**Diabetes Mini Session:** Offered for those with newly diagnosed diabetes type 2, those having diabetes type 1 or 2 who have never had a diabetes class or haven't had a class in over a year.; and to those with poor glucose control and/or in need of up-to-date nutritional guidance. The class is designed to aid individuals and their family members in understanding and controlling diabetes so as to avoid health complications. Instructions are given on the use of Precision Xtra glucose meters. New meters are available.

**Diabetes Education Clinic:** Open to any diabetes client who has already attended the diabetes mini session. Family members may also attend. The classes offer more extensive information about diabetes care, treatment, research, and medicines. Other health disciplines send a representative to teach classes in their specialties, such as endocrinology, physical therapy, nutrition, dentistry, psychology, and pharmacy. There is ample opportunity for questions and discussions.



## **Nutrition Clinic**

**Location: Bldg 1050 Room JB-21 (Internal Medicine area, next to Acupuncture)**

**Hours: 0700-1630, Monday-Friday**

**Phone: 240-857-8076**

All DOD beneficiaries can self-refer to any of our nutrition classes. A referral is needed for individual appointments. The following are some of the services that we offer:

Classes:

- Pre-diabetes and Diabetes Management
- Healthy Heart (low fat/low cholesterol)
- Weight Management

Individual nutrition consultations include but are not limited to:

- Gestational diabetes
- Pediatric nutrition
- Nutrition during pregnancy
- Hypertension (DASH Diet)
- Weight management
- Kidney disease management
- Nutrition during cancer
- Nutrition support (tube feeding)

## **Mental Health Clinic**

**Location: Bldg 1050**

**Hours: 0730-1630**

**Phone: 240-857-7186**

Offers a variety of classes which include:

- Depression Management
- Interpersonal Group
- Anger Management
- Anxiety Management
- Women's Group

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## Billing Services

**Third Party Collections Program**  
**Bldg 1050, Room FB-14**  
**Hours: 0700-1700, Mon-Fri**  
**Phone: 240-857-8360**

**Medical Services Account**  
**Bldg 1050, Room E1-27**  
**Hours: 0730-1700, Mon-Fri**  
**Phone: 240-857-8368**

The Consolidated Omnibus Budget Reconciliation Act of 1986 established the Third Party Collections Program (TPCP) for all military medical treatment facilities (MTFs). Under this program, MTFs are authorized and mandated to bill health insurance carriers (e.g., Blue Cross, Mail Handlers, etc.) for the cost of medical care furnished to retirees and dependents who are covered by a private health insurance policy.

Consequently, the 79th Medical Group needs your medical insurance information. All patients will be asked to complete and sign a DD Form 2569 indicating whether they have private health insurance. You may be asked if there are changes to your insurance coverage each time you visit one of our clinics. Your cooperation will be greatly appreciated to help us maintain accurate medical insurance information.

The good news is that when the 79th Medical Group sends a bill to your insurance company, the balance of your deductible is subtracted by the insurance company. We are reimbursed the difference and you do not have to pay that portion of your deductible. For patients who have a health plan with an annual deductible and require future care in a civilian facility, this represents a significant savings.

The Medical Services Account (MSA) office bills and collects monies from DoD beneficiaries, as well as civilian emergency patients and other personnel authorized treatment in an MTF for items such as subsistence (food service) and/or medical services received during their episode of care. All inpatient beneficiaries must settle their account prior to leaving the MTF upon discharge. Additionally, payment for any elective or cosmetic procedure must be paid to the MSA office in advance of the procedure. The clinic appointment clerk will require proof of payment prior to the final scheduling of your elective or cosmetic procedure.

All monies received through these two important programs (TPCP and MSA) become a part of the 79th Medical Group's budget. This helps us provide you with state-of-the-art health care now and in the future for all beneficiaries.

For more information, please call TPCP at 240-857-4905/8114 or MSA at 240-857-8368.



# Malcolm Grow Medical Facility

