



# **55th Medical Group**

# **Medical Right Start**

**Ehrling Bergquist Clinic**



# 55th Medical Group, Offutt Clinic



[2501 Capehart Rd, Bellevue, NE 68123](https://www.offutt.af.mil/About-Us/2501-Capehart-Rd-Bellevue-NE-68123)



# 55th Medical Group



Values: Forward thinking, Accountability, Collaboration, Trust



Mission: Develop mission-ready medics, deliver trusted healthcare, and strengthen the combat force



Vision: To be the premier healthcare and training platform – always ready!



# Agenda



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# Seeking Care



- **Clinic hours:**
  - Hours of operation: Monday–Friday, 7:30 a.m. – 4:30 p.m.
  - All services are closed on federal holidays, with limited availability on family/down days
  - Clinics and pharmacy closed EVERY Wednesday until 9:30 a.m. for training
  - Sign up for free text alerts for clinic closures, updates and more
    - ✓ Text ‘medical’ to [833-578-0586](tel:833-578-0586)
- **Accessing medical care:**
  - Clinic Appt Line: [402-232-CARE](tel:402-232-CARE) (2273) Mon–Fri, 7 a.m. – 4:30 p.m.
  - Use the [MHS GENESIS Patient Portal](#) to schedule, manage your care, message your team, check test results and refill prescriptions





# Services



## Primary Care Clinics

Warhawks Operational Medicine  
 PRAP Clinic (PRP/AUoF)  
 Flight and Operational Medicine  
 Family Medicine Residency  
 Pediatrics

## Specialty Care Clinics

General Surgery  
 Women's Health (OB/GYN)  
 Optometry  
 Audiology  
 Mental Health  
 Physical Therapy

## Preventative Care Services

Public Health  
 Immunizations  
 Human Performance

## Mental Health Resources

Mental Health Clinic (MHC)  
 Military and Family Life  
 Counselors (MFLC)  
 Chaplain

## Dental Services

General Dentistry  
 Preventative Dentistry  
 Endodontics  
 Oral & Maxillofacial Surgery  
 Orthodontics  
 Periodontics  
 Prosthodontics

## Medical Support Services

TRICARE Operations  
 Patient Administration  
 Resource Management  
 Referral Management

## Additional Services

Pharmacy  
 Laboratory  
 Radiology  
 Family Advocacy  
 Ambulance Services  
 Bioenvironmental Engineering  
 Exceptional Family Member  
 Program





# Walk-In Services



Clinic Hours: Mon/Tues/Thurs/Fri, 7:30 a.m. – 4:30 p.m.; Wed, 9:30 a.m. – 4:30 p.m.

Clinic Appointment Line: [402-232-2273](tel:402-232-2273), open Mon – Fri 7 a.m. – 4:30 p.m.

## Warrior Operational Medicine Clinic and PRAP Clinic

- Walk-in hours: M/T/Th/F, 8 a.m. – noon  
Wed, 9:30 a.m. – noon
- **Active Duty only**
- Services available for sore throat (<5 days), wart treatment, STI screening, pregnancy testing, suture removal, female UTI, recurring injections (e.g. Depo, B-12), wound dressing changes

## Flight and Operational Medicine Clinic

- Walk-in hours: M/T/Th/F, 8 a.m. – noon  
Wed, noon – 4 p.m.
- **Active Duty only**
- Services available for sore throat (<5 days), wart treatment, STI screening, pregnancy testing, suture removal, female UTI, recurring injections (e.g. Depo, B-12), wound dressing changes

## Family Medicine Residency

- Walk-in hours: M/T/Th/F, 8 a.m. – noon  
Wed, 9:30 a.m. – noon
- Services available for sore throat (<5 days), wart treatment, STI screening, pregnancy testing, suture removal, recurring injections (e.g. Depo), emergency contraception, blood pressure checks, female UTI

## Pediatric Clinic

- Walk-in hours: M/T/Th/F, 8 – 11:30 a.m.  
Wed, 9:30 – 11:30 a.m.
- Services available for sore throat (<5 days), suture removal, wound dressing changes, recurring medication injections
- Blood pressure checks & weight checks  
(**provider request only**)





# Walk-In Services Cont.



Clinic Hours: Mon/Tues/Thurs/Fri, 7:30 a.m. – 4:30 p.m.; Wed, 9:30 a.m. – 4:30 p.m.

Clinic Appointment Line: [402-232-2273](tel:402-232-2273), open Mon – Fri 7 a.m. – 4:30 p.m.

## Optometry Clinic

- Walk-in hours: M/T/Th, 7:30 a.m – 4 p.m.; Wed, 9:30 a.m. – 4 p.m.; Fri, 7:30 a.m. – 3 p.m.; closed daily noon – 1 p.m
- **Active Duty Only**
- Services available for eyeglasses order/repair, IMR vision screening, deployment checklist, sudden eye pain or vision change

## Dental Clinic

- Walk-in hours: M/T/Th/F, 7:40 – 11:40 a.m. Wed 9:40 – 11:40 a.m.
- Services available for oral pain, bleeding, infections, chipped tooth/teeth, and short-notice deployment clearances

## Women's Health Clinic

- Walk-in hours: Thurs, 8 – 9 a.m.
- Services available: **Active Duty** contraception clinic
- Blood pressure checks for postpartum patients any day as needed

## Mental Health Clinic

- Walk-in hours: M/T/Th/Fr, 7:30 a.m. – 3:30 p.m.; Wed, 10 a.m. – 3:30 p.m.
- **Active Duty only**
- Services available for acute psychiatric concerns (e.g. suicidal ideations, Brandon Act referrals, etc.)
- **NOT** for routine Command Directed/special duty evaluations, assessments, clearances





# Central Check-In



- Our Central Check-In (CCI) streamlines the clinic check-in process and helps direct patients to the right location
  - Located just inside the main entrance, across from the Pharmacy
- If you're visiting the Pharmacy, Laboratory, Dental Clinic, Immunizations, Women's Health, Mental Health or Family Advocacy go directly to that clinic
- All other clinic visits start at the CCI
- All children aged 10 and older must present a military or government-issued ID card for care at the clinic





# After Hours Care



- Military Health System Nurse Advice Line: [800-874-2273](tel:800-874-2273), option 1
- Active duty members must obtain authorization from their clinic or the NAL before being seen at urgent care
  - Visit [tricare.triwest.com](http://tricare.triwest.com) for a complete list of network urgent care centers
- Call 911 or go to the nearest emergency room (ER) for life threatening emergencies (including loss of life, limb or eyesight)
  - You don't need a referral for ER visits
  - You must notify your PCM within 24 hours or on the next business day following admission





# 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.



Visit an ID card Office

(<https://idco.dmdc.osd.mil/idco>)

Note: you must use this option to add family members in DEERS



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



Call: (800) 538-9552



Fax: (800) 336-4416

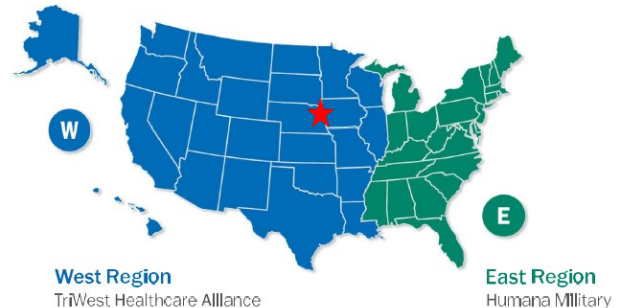




# TRICARE West Region Enrollment



- Update DEERS information
- Within 90 days, transfer enrollment and select a new Primary Care Manager (PCM)
  - By phone: call your regional contractor at 888-874-9378
  - Online: use the Beneficiary Web Enrollment (BWE) via milConnect <https://milconnect.dmdc.osd.mil/>
  - By Mail: complete and mail the DD Form 2876-2, Feb 2025 to your new regional contractor



★ Offutt Air Force Base





# Active Duty Enrollment



- By phone: call TriWest at 888-874-9378
- Online: Visit [milConnect](#) for Beneficiary Web Enrollment (BWE)
- Military members will be assigned to a clinic and Primary Care Manager (PCM) based on their assigned squadron or unit
  - You'll need your UIC from box 9 on your PCS orders
- Flyers enroll to the Flight Medicine Clinic
- Members on PRAP or Arming Use of Force (AUoF) status enroll to the PRAP Clinic
- The Warhawk Clinic sees military members that aren't assigned a special duty status





# Family Member Enrollment



- TRICARE Prime active duty family members new to Offutt can enroll in these clinics:
  - Family Medicine Residency Clinic (All ages)
  - Family Medicine Aqua Team (All ages)
  - Pediatric Clinic (birth to 5 years)
- Family members can also choose network PCMs
  - View the current list at [tricare-bene.triwest.com](http://tricare-bene.triwest.com)





# Plan Comparisons



	<u>TRICARE Prime</u>	<u>TRICARE Select</u>
What is it?	A managed care option offering the most affordable and comprehensive coverage.	A preferred provider network available to all non-active duty beneficiaries; most freedom of choice
How do I get care?	Get most care from your assigned PCM. <ul style="list-style-type: none"> <li>• Military or network provider</li> <li>• Refers you to specialists for care they can't provide</li> </ul>	Get care from any TRICARE-authorized provider (network or non-network) <ul style="list-style-type: none"> <li>• Referrals not required</li> <li>• Some services may require prior authorization</li> </ul>
What are the main features?	<ul style="list-style-type: none"> <li>• Enrollment required</li> <li>• Enhanced vision coverage and preventive services</li> <li>• Most care received from your PCM</li> <li>• Time &amp; distance access standards</li> <li>• Fewer out-of-pocket costs</li> <li>• No claims to file (in most cases)</li> </ul>	<ul style="list-style-type: none"> <li>• Enrollment required</li> <li>• Get care from any TRICARE-authorized provider (network or non-network)</li> <li>• Referrals not required but some require prior authorization</li> <li>• you may have to pay for services up front and file your own claims</li> </ul>

To compare TRICARE plans, visit [tricare.mil/plans/compareplans](https://www.tricare.mil/plans/compareplans)





# Enrollment Options



## TRICARE Open Season

- The annual period when you can enroll in or change your health care coverage plan for the following year
- Applies only to enrollment in TRICARE Prime and TRICARE Select health plans
- Occurs each fall beginning the Monday of the second full week in November and runs at least 30 days
- Enrollment changes made during this time go into effect on January 1 of the following year
- Visit [www.tricare.mil/openseason](http://www.tricare.mil/openseason)

## Qualifying Life Event (QLE)

- A certain change in your life that means different TRICARE health plan options may be available to you and your family
- Following a QLE, you have 90 days to make eligible health plan enrollment changes
- A QLE for one family member means all family members are eligible to make enrollment changes
- Examples include marriage or divorce, moving, giving birth, adopting a child, and retiring
- Visit [www.tricare.mil/lifeevents](http://www.tricare.mil/lifeevents)





# TRICARE Contact Info



## Regional Contractors

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

## Resources

- TRICARE Website: [www.tricare.mil](http://www.tricare.mil)
- Visit a military hospital/clinic pharmacy: [www.tricare.mil/mtf](http://www.tricare.mil/mtf)
- Visit a TRICARE retail network pharmacy: call 877-363-1303 or go to <https://militaryrx.express-scripts.com>
- TRICARE Publications: [www.tricare.mil/publications](http://www.tricare.mil/publications)
- milConnect: <https://milconnect.dmdc.osd.mil/>





# Vision Options



## Federal Employees Dental and Vision Insurance Program (FEDVIP)

- 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 US Family Health Plan (USFHP)
  - TRICARE Select
  - TRICARE Reserve Select (TRS)
  - TRICARE Retired Reserve (TRR)
  - TRICARE For Life (TFL)

Visit [www.benefeds.gov](http://www.benefeds.gov) for eligibility, plan, and enrollment information





# Referral Management Center (RMC)



- Verify eligibility/referral status and explain the TriWest authorization process
- **If Care is at the military clinic:**
  - RMC calls you within 48 hours to book the appointment
  - If you have not received a call within 48 hours, call the RMC at [402-294-4010](tel:402-294-4010)
- **If Care is Off Base (Deferred):**
  - Register at <https://tricare-bene.triwest.com/> and sign up for alerts
  - Login to view authorizations and claims or call TriWest at [888-874-9378](tel:888-874-9378) to check status updates
  - Schedule your appointment with the authorized off-base specialist
  - Call the RMC at [402-294-4010](tel:402-294-4010) with your appointment date and location
- **Post-Appointment & Billing:**
  - Ask your specialist to fax results to [630-570-6335](tel:630-570-6335) to update your military health record
  - Billing Issues?
    - ✓ Call the provider to ensure they have your authorization
    - ✓ If unresolved, call TriWest at [888-874-9378](tel:888-874-9378) or check your claim at [www.tricare.mil/west](http://www.tricare.mil/west)
    - ✓ You have 90 days to file a written appeal if needed

Always get prior authorization before seeking non-emergent off-base care to avoid significant out-of-pocket costs





# Beneficiary Counseling & Assistance Coordinators (BCACs)



- Phone number: [402-232-9980](tel:402-232-9980)
- Guides you through TRICARE eligibility, benefits, and processes to help streamline your care
- Works closely with regional contractors, claims processors, and clinic staff to help resolve concerns
- Helps beneficiaries navigate the health care system and get the services they need
- Addresses problems related to
  - Eligibility and enrollment
  - Referrals and authorizations
  - Getting health care services outside the military clinic
  - Claims processing





# Patient Advocate



The 55th Medical Group provides patient advocate representatives in each department to ensure timely assistance with medical and dental concerns.

When an issue can't be resolved at the department level, we follow an established escalation pathway to ensure the concern is elevated appropriately. We value your feedback to help identify issues and drive continued improvement.

Call [402-232-2273](tel:402-232-2273) to reach the appointment line and request to be transferred to the clinic patient advocate.

Email: [dha.ncr.Offutt-55th-MDG.mbx.55-mdg-patient-advocate@health.mil](mailto:dha.ncr.Offutt-55th-MDG.mbx.55-mdg-patient-advocate@health.mil)





# Customer Service



Your health *is* our mission! We strive to provide excellent customer service and quality care to all our patients. Our customer service teams are dedicated to ensuring you're satisfied with your medical care.



Use our Customer Service assets to help solve problems, answer questions, to tell us about concerns, or provide feedback on our facility's services and care.





# Patient Rights and Responsibilities



## Patient Rights

- ✓ Medical Care
- ✓ Respectful Treatment
- ✓ Privacy and Security
- ✓ Provider Information
- ✓ Confidentiality Limits
- ✓ Explanation of Care
- ✓ Informed Consent
- ✓ Research Projects
- ✓ Filing Grievances
- ✓ Safe Environment

## Patient Responsibilities

- ✓ Maximize Healthy Habits
- ✓ Providing Information
- ✓ Respect and Consideration
- ✓ Adherence with Medical and Dental Care
- ✓ Medical Records
- ✓ Clinic Rules and Regulations
- ✓ Refusal of Treatment
- ✓ Health care Charges





# Chaperone Policy



## What Are Chaperones?

Chaperones are staff available to support you during any physical exam, medical visit, or dental visit. They ensure a safe, respectful, and professional environment for patients and providers.

## You're Empowered to Ask

Your safety and comfort come first. If you would like a chaperone at any time, please inform a member of the medical team. Health care staff **must** offer you a chaperone before performing a sensitive exam.

## What Does a Chaperone Provide?

Throughout your visit, chaperones help ensure your:

- **Privacy** during exams and procedures
- **Safety** by serving as an added layer of support
- **Respect** throughout the experience

Their role is to help you feel informed, safe, and supported from start to finish.

**Your Safety.  
Your Comfort.  
Your Choice.**



For more information on the DHA Chaperone policy, visit <https://www.dha.mil/chaperone>





# Patient Experience Survey Systems



- **Interactive Customer Evaluation (ICE):**
  - Web-based tool to share your compliments, comments, and concerns with clinic leaders and section patient advocates
  - Always available for beneficiaries
  - <https://go.usa.gov/TVfe/>
- **Joint Outpatient Experience Survey (JOES):**
  - Standardized survey sent for feedback on care, quality, access
  - Randomly sent via mail, email or text after an appointment



Joint  
Outpatient  
Experience  
Survey





# Warhawks Active Duty Clinic



Hours: Monday, Tuesday, Thursday, Friday 7:30 a.m. – 4:30 p.m.

Wednesday 9:30 a.m. – 4:30 p.m.

- Primary Care for active duty members not on flying, PRAP or Arming Use of Force (AUoF) status
  - Primary Care
  - Acute issues
  - Chronic concerns, medication management
  - Profiles
- Most appointments can be booked on the [MHS GENESIS Patient Portal](#)
  - Schedule a Military Medicine appointment and search for [Air Force Medicine Offutt Active Duty Clinic \(Warhawks\)](#)
  - To send a message to your clinic, search for [Offutt Warhawks Active Duty Clinic\\_\(PCM Name\)](#)



[offutt.tricare.mil](http://offutt.tricare.mil)





# Flight Medicine Clinic



Hours: Monday, Tuesday, Thursday, Friday 7:30 a.m. – 4:30 p.m.

Wednesday noon – 4:30 p.m.

- Primary Care for active duty members on flying status
  - Primary Care
  - Acute and chronic issues
  - Flight physicals and annual PHAs
  - Return-to-fly virtual appointments by appointment, call the appointment line at [402-232-2273](tel:402-232-2273), option 1, 1
- Occupational Health Exams
- In person and virtual appointments (not PHAs) can be booked on the [MHS GENESIS Patient Portal](#)
  - Schedule a Flight Medicine appointment and search for [Air Force Medicine Offutt Flight Medicine](#)
  - To send a message to your clinic, search for [Offutt Flight and Operational Medicine Clinic\\_\(PCM Name\)](#)



[offutt.tricare.mil](https://offutt.tricare.mil)





# PRAP Clinic



Hours: Monday, Tuesday, Thursday, Friday 7:30 a.m. – 4:30 p.m.

Wednesday 9:30 a.m. – 4:30 p.m.

- Primary Care for active duty members on PRAP or Arming Use of Force (AUoF) status
  - Primary Care
  - Acute and chronic issues
  - Annual and occupational health exams
- Appointments (not PHAs) can be booked on the [MHS GENESIS Patient Portal](#)
  - Schedule a Military Medicine appointment and search for Air Force Medicine Offutt PRAP
  - To send a message to the clinic, search for Offutt PRAP (Personnel Reliability and Assurance Program)

[offutt.tricare.mil](http://offutt.tricare.mil)





# Need Quarters Status?



- Quarters is a full duty excuse provided to active duty uniformed service members receiving medical or dental treatment for a disease or injury that, based on sound judgment, does not require inpatient care
  - **Up to 24 hours:** your unit commander or supervisor can grant up to 24 hours of sick status
  - **Greater than 24 hours:** you must schedule an appointment at the clinic for evaluation and a recommendation for quarters
- Note:
  - The Nurse Advice Line will provide a recommendation letter, *not a quarters slip*; only your unit commander, supervisor, or military clinic can grant quarters
  - When you're placed on 24-hour quarters, the period expires the next day at the start of your regular work shift, not 24 hours from the time you're placed on quarters





# Family Medicine Residency



Hours: Monday, Tuesday, Thursday, Friday 7:30 a.m. – 4:30 p.m.  
Wednesday 9:30 a.m. – 4:30 p.m.

- Primary Care for active duty, families and retirees of all ages
- You will be assigned a PCM who is part of a larger team, including nurses and technicians, who work together to ensure timely and comprehensive care
  - 10 family medicine faculty physicians, 2 full time civilian physicians and 24 resident physicians
  - A resident physician has graduated medical school and is in training. They are supervised by fully trained faculty for all care they provide
- In person and virtual appointments can be booked on the [MHS GENESIS Patient Portal](#)
  - Schedule a Family Medicine appointment and search for [Air Force Medicine Offutt Family Medicine](#)
  - To send a message to your clinic, search for [Offutt Family Medicine Clinic\\_\(PCM Name\)](#)
    - ✓ Not for urgent or emergent concerns
    - ✓ We strive to respond within 3 business days



[offutt.tricare.mil](mailto:offutt.tricare.mil)





# Comprehensive Care



- Comprehensive care may include (but is not limited to)
  - Active Duty Medical Readiness
  - Obstetrics care
  - Gynecologic procedures (IUDs, Nexplanon, pap tests, etc)
  - Pediatrics
  - Sports Medicine \*
  - Vasectomy Clinic \*
  - Acupuncture \*
  - Osteopathic Manipulative Treatment (OMT) \*
  - Minor Skin Procedures \*
  - Botox for chronic migraines \*
  - Fracture Clinic \*

\*Requires referral from PCM





# Pediatric Clinic



Hours: Mon/Tues/Thurs/Fri 8 a.m. – 4:30 p.m.

Weds: 9:30 a.m. – 4:30 p.m.

Closed 11:30 a.m.– 12:30 p.m. for lunch

Appointments can be scheduled through the appointment line at 402-232-2273, option 1 or on the [MHS GENESIS Patient Portal](#)

Message us through the [MHS GENESIS Patient Portal](#) and search for **Offutt Pediatric Clinic\_** (child's PCM name)

All children 10 years and older must present a military or government-issued ID card for care at the clinic.

- We see patients up to 16 years old
- Currently enrolling new patients ages 5 and under
- Services provided:
  - Routine care
  - Acute visits
  - Well-child visits with sports & annual physicals
  - Referral Management



[offutt.tricare.mil](http://offutt.tricare.mil)





# Immunizations Clinic



## Hours:

**Monday - Friday 7:30 a.m. – 4:00 p.m.**

**Last patient accepted at 3:30 p.m.**

Walk-in Clinic, no appointment required

Immunizations are available to all TRICARE-eligible beneficiaries. Civilian employees and contractors with occupational health requirements may be eligible for some vaccines.

We do not place TB/PPD skin tests on Thursdays. Tests must be read 48-72 hours after test is placed.

Patients who have received vaccines from an off-base provider or clinic should bring an official copy of record to the Immunizations Clinic. Immunization records can be faxed to [402-294-2661](tel:402-294-2661).



[offutt.tricare.mil](http://offutt.tricare.mil)





# Women's Health Clinic



Location: Ehrling Bergquist Clinic, Ground Floor

Hours:

Mon/Tues/Thurs/Fri 7:30 a.m. – 4:30 p.m.

Weds: 9:30 a.m. – 4:30 p.m.

Walk-in Active Duty Contraception Clinic

Thurs 8 - 9 a.m.

Appointments scheduled through the appointment line at 402-232-2273, option 1

Message us through the [MHS GENESIS Patient Portal](#) and search for **Offutt Women's Health Clinic**

- Appointments available for:
  - Well-woman Exams
  - Pap Tests
  - Abnormal Uterine Bleeding
  - Birth Control Consults
  - Breast Concerns
  - Menopausal Symptoms
  - Painful Periods
  - Pelvic Pain
  - STI/STD Screening
  - Vaginal Infections
  - WH Med Refill
  - Biopsy (endometrial, vulvar, cervical)



[offutt.tricare.mil](http://offutt.tricare.mil)





# Public Health



Mon/Tues/Thurs/Fri 7:30 a.m. – 4:30 p.m.

Weds: 9:30 a.m. – 4:30 p.m.

Phone: 402-294-8009

- Deployment processing
- Overseas Travel
- Occupational Health
  - Audiograms (hearing tests)
  - Fetal Protection Program
- Community Health
  - Food safety and sanitation
  - Disease Prevention (STI, TB, Animal bites, child blood lead)
  - Tick Program
    - ✓ If you're bitten by a tick, bring it to us in a sealed plastic bag
    - ✓ We'll have it tested for multiple pathogens and contact you with results

[offutt.tricare.mil](mailto:offutt.tricare.mil)





# Clinical Laboratory



Hours: Mon/Tues/Thurs/Fri, 7 a.m. – 4:30 p.m.

Wed, 9 a.m. – 4:30 p.m.

Phone: 402-294-6580

- The Clinical Laboratory is located on the ground floor of Ehrling Bergquist Clinic
- Most laboratory tests do not require appointments and are collected on a walk-in basis
- Children ages 10 and older must present a military or government-issued ID card
- Some tests are sent to other military and civilian facilities for processing
- Contact the ordering clinic or log in to the [MHS GENESIS Patient Portal](#) to view results





# Radiology



Hours: Mon/Tues/Thurs/Fri, 7 a.m. – 4:30 p.m., Closed 12 – 1 p.m. for lunch

Weds 9 a.m. – 4:30 p.m., Closed 12 – 1 p.m. for lunch

Phone: 402-294-7405

Fax: 402-294-8644

- Radiology is located on the 1st floor of the clinic, check in for appointments at the central check-in desk
- X-Rays do not require an appointment, visit the front desk after your provider orders tests
- You must schedule appointments for Screening Mammograms, Ultrasounds, CT and Fluoroscopy-Barium contrast exams
  - Patients with a PCM at the military clinic do not require a referral to schedule a screening mammogram
  - Patients with a network provider must have a written or faxed order



[offutt.tricare.mil](http://offutt.tricare.mil)





# Bioenvironmental Engineering Services



## Contact Us

DSN: 271-6319

Comm: 402-294-6319

Email: [usaf.offutt.55-mdg.mbx.55-amds-sgpb-bio-eng@health.mil](mailto:usaf.offutt.55-mdg.mbx.55-amds-sgpb-bio-eng@health.mil)

Location: 502 Custer Dr, Offutt AFB, NE, 68113

Building 147, Behind the BX

## Walk-In Self Service Gas Mask Kiosk

### Hours:

- Mon, Tues, Thurs: 8 a.m. – 3 p.m.
- Wed: 9 am – 2 pm



You only need to get fit tested for a Gas Mask once in your career. If you lose the documentation, change your body weight by more than 10%, or have any facial surgery that change the shape of your face, you will need to retest.





# Industrial Respirator/N95 Fit Testing



- Your workplace will determine annual fit test requirements. If you have questions, ask your supervisor or Team Chief.
- To get medically cleared for a respirator fit test (Industrial/N95 respirators), fill out the respirator questionnaire form in [MyIMR](#), under the Occupational Health Tab. If that doesn't work, contact your supervisor or Public Health office, you may not be in your shop's ASIMS roster yet.
- Once you have been medically cleared, self-schedule at [55maskfit.as.me](https://55maskfit.as.me)
- You must bring your own mask for your fit test appointment for a proper fit.





# Dental Location & Hours



- Location: Ehrling Bergquist Clinic – South Wing, Second Floor
- Hours of Operation: Monday – Friday 7:15 a.m. to 4:15 p.m.
  - Sick Call: M/T/Th/F 7:40 – 10:40 a.m.; Wed 9:40 – 11:40 a.m.
- Phone: [402-294-3212](tel:402-294-3212)
  - For after-hours dental emergencies or post-operative oral surgery complications call [402-232-2273](tel:402-232-2273), select “Dental pain” prompt
- Services Provided: General Dentistry, Dental Hygiene, Oral Surgery, Periodontics, Endodontics, and Prosthodontics



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# Dental Residency Program



## Advanced Education General Dentistry (AEGD) Residency Program

- The Offutt Dental Clinic has limited, no-cost services available to family members and retirees to fulfill AEGD resident training requirements with the following treatment needs:
  - Root Canals
  - Single tooth extractions
- Patient must be DEERS eligible to receive medications in a military pharmacy
- Patient must have an active referral (with pericapical x-ray image) signed by the patient's dentist of record
- Please drop off referrals at the Offutt Dental Clinic front desk
  - Referrals will be evaluated by residency staff to determine if treatment is suitable for care in the residency program
  - Following treatment, the patient will return to their dentist of record





# How do I get my spouse and children dental care off-base?



## TRICARE Dental Program (TDP)

- United Concordia Companies, Inc. (UCCI) administers the TDP, dental insurance for:
  - Active duty family members
  - National Guard and Reserve members and their family members
  - Individual Ready Reserve members and their family members
- For information on monthly premiums, visit [tricare.mil](https://www.tricare.mil)



## How to enroll your family into the TDP online:

- Go to the milConnect website at <https://milconnect.dmdc.osd.mil>
- Log in with your Common Access Card or a DS Logon account.
- Click the “Manage Health Benefits” tab.
  - This will open Beneficiary Web Enrollment
- Click the “Dental Enrollment” dashboard tab, then “Start Dental Enrollment”
- Select one or more family members to enroll

## Once enrolled, how do I find a TDP participating dental office off-base?

- TDP Find a Dentist: <https://www.uccitdp.com/find-a-dentist/#/>

Still having trouble finding a dentist? TDP Customer Service: [844-653-4061](tel:844-653-4061)





# Pharmacy





# Pharmacy Information



## Main Clinic Pharmacy:

- Open M/T/Th/F, 7:30 a.m. – 4:30 p.m.; Wed, 9:30 a.m. – 4:30 p.m.
- Pick up process – get in pick up line upon arrival

## Satellite BX Pharmacy:

- Open M/T/Th/F, 7:30 a.m. – 4:30 p.m.; Wed, 9:30 a.m. – 4:30 p.m.
  - Request refills when 75% of previous fill is used and allow 3 full business days for processing
- Pick up process – check in at the kiosk

Secure medication disposal bins are available at both pharmacies to safely get rid of unwanted or expired prescription and over-the-counter medicines



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# Prescription (Rx) Process



- Activation: new or renewed medication sent in by provider; Pharmacy personnel need to initiate prescription.
- Refill: a resupply of your medication without having to contact your provider.
- Renewal: regeneration of a previous script due to expiration or no remaining refills; requires provider contact.

## New/Renewal Prescription Activation Methods

- Q-Flow web (preferred): scan the QR code and follow the prompts →
- Q-Flow texting: text “Get in Line” to 1-833-338-1720
- In-person clinic Pharmacy lobby kiosk: select “New Prescription” for activation of off-base medication; select “Question” for any concerns and remain seated until your name is called
- Prescriptions from on-base providers will be ready the same day, medication from off-base providers will be ready in 1 duty day



## Prescription Refill Methods

- Automated refill line: call [402-581-9571](tel:402-581-9571) and enter your prescription number(s)
- MHS GENESIS portal: sign into [my.mhsgenesis.health.mil](https://my.mhsgenesis.health.mil) and visit the “RX Refills” tab
- Refill 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)

**\* Prescriptions written by military clinic providers are automatically activated; patients don't need to do anything other than pick up the medication**





# Exceptional Family Member Program (EFMP)





# EFMP Overview



EFMP **Family Support** plays a critical role in helping families with special needs with the **Identification & Enrollment** and **Assignment Coordination** processes.



## EFMP Family Support

Helps families navigate, advocate and connect through:

- Information, referrals and non-clinical case management at installations
- Virtual self-service support through the EFMP & Me tool, information and resources and specialty consultations



## EFMP Identification & Enrollment

Medical services work with families to coordinate:

- Identification and enrollment in EFMP



## EFMP Assignment Coordination

Medical and military personnel departments work with service members and families to:

- Coordinate assignments while ensuring that special medical and educational needs of family members are considered



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# EFMP Medical



Located in the 55th Medical Group

Phone: 402-294-6869 or 402-232-3716

Email: [usaf.offutt.55-mdg.mbx.fmts@health.mil](mailto:usaf.offutt.55-mdg.mbx.fmts@health.mil)

- EFMP-M proactively identifies family member(s) who qualify for EFMP enrollment or disenrollment, help them through the process, and assist families with PCS travel regardless of program enrollment status
- EFMP-M staff assists in enrolling qualified beneficiaries in Respite Services, ECHO, and other health care related services through EFMP-FS





# EFMP Mandatory Enrollment Criteria



Per DoD Instruction 1315.19, Section 3, individuals who meet one or more of the criteria in this section will be identified as a family member with special needs:

- **Medical** – Chronic or life-threatening condition(s), requiring:
  - Specialty care at any frequency or
  - Two or more visits with PCM each year for follow-up
- **Educational** – A child with one of the following:
  - Individualized Family Service Plan (IFSP)
  - Individualized Education Plan (IEP)
- **Mental Health** – Current and chronic mental health condition(s) requiring:
  - Inpatient or intensive outpatient services in the last 5 years or
  - Intensive services required at the present time
  - Includes medical care from any provider, including a PCM





# EFMP-Family Support



Phone: [402-294-4329](tel:402-294-4329) or [402-294-9640](tel:402-294-9640)

Email: [55fss.fshe.efmp@us.af.mil](mailto:55fss.fshe.efmp@us.af.mil)

- Embedded at the [Military & Family Readiness Center](#) (Building 323C, Room 206)
- Walk-in services available at the clinic, co-located with the EFMP Medical office on the first and third Tuesdays monthly from 8 a.m. – 4 p.m.
- Family Support is NOT medical and focuses on information and referrals
  - Respite care enrollment assistance
  - Referrals to local resources
  - Base events
    - ✓ Monthly play group
    - ✓ Educational workshops
    - ✓ Partners with various base orgs for inclusion
- Out-processing assistance for PCS
  - Warm handover to gaining installation
  - Support services prior to departure, in transit, and upon arrival
- Works directly with EFMP-Medical to establish quality and continuing care





# Mental Health Clinic



Hours: M/T/Th/F 7:30 a.m. – 4:30 p.m.; Wed 9:30 a.m. – 4:30 p.m.

Location: Main Clinic, North Tower, Second floor

Phone: [402-294-7411](tel:402-294-7411)

Mission: to enhance the health and readiness of the community through assessments, education, consultation, and treatment

- Individual counseling:
  - Self learning/empowerment
  - Positive changes/healthier behaviors
  - Personal growth
  - DHA changes: specialty care -> complex care/risk management
- Who is eligible?
  - All active duty, guard and reserve component members on active orders
    - ✓ Family members can initiate care with a local TRICARE-approved provider without a referral



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# Focus/Concern Areas for the Level of Distress



## No/Minimal Distress

- Self-care
- Sleep
- Exercise
- Nutrition
- Social support
- Stress management
- Cognitive restructuring
- Substance use education

## Low Distress

- Sadness/feeling down
- Anger/frustration
- Relationship difficulties
- Job/school stress
- Anxious about the future
- Life transition stress

## Moderate Distress

- Persistent sadness
- Major relationship changes
- Sleep difficulties
- Significant life transitions
- Anxiety affecting performance
- Notable negative events occur
- Deployment stress
- Family difficulties
- Alcohol/substance use issues

## High Distress

- Thoughts about death/dying
- Thoughts about suicide
- Thoughts of killing others
- Severe anger
- Persistent depressed mood, lack of energy/motivation
- Hopelessness/helplessness
- Social isolation
- Severe nightmares
- Anxiety or panic most days
- Alcohol or substance problems





# When to Use a Base Resource



Resource	No/Minimal Distress	Low Distress	Moderate Distress	High Distress
Friends, peers, supervisors, mentors, or coaches*	X	X		
MFLC	X	X		
IOS (Integrated Operational Support) programs; OST/TN*	X	X	X	
Chaplains	X	X		
ADAPT*	X	X	X	X
Military One Source*		X		
Primary Care Behavioral Health/PCM*	X		X	
FAP/DAVA*			X	
Specialty Mental Health Clinic Group & Individual Therapy*				X
Crisis Walk-In or Nearest ER or Call 911/988*				X
Military Crisis Line				X

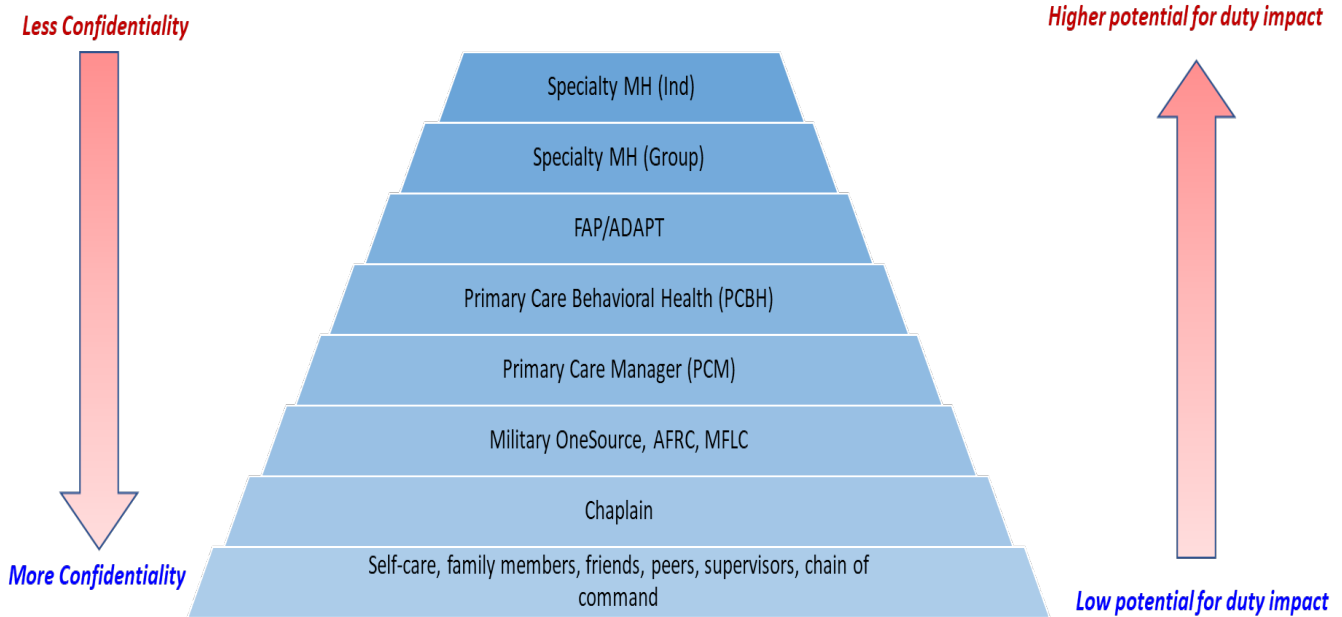
\*These venues, under specific conditions, have the potential to report limited information to Command to ensure safety is a priority. Chaplains have 100% privileged communication and aren't mandatory reporters.





# Spectrum of Impact to Duty

## Availability and Proximity of Resources in Current State





# Emergency Assistance



- If a member is in crisis during the duty day:
  - Bring them to the nearest ER if actively suicidal; if not, bring to MH clinic for evaluation
    - ✓ Call us to consult if you're unsure which route is appropriate
- If a member is in crisis after hours:
  - Escort the member to the nearest ER
- Remember:
  - Do not leave the member alone
  - Remove means of self-harm (such as firearms)





# Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Clinic



Hours: M/T/Th/F 7:30 a.m. – 4:30 p.m.; Wed 9:30 a.m. – 4:30 p.m.

Location: Main Clinic, North Tower, Second floor

Phone: [402-294-7411](tel:402-294-7411)

Mission: to promote readiness, health and wellness through the prevention and treatment of substance abuse and minimize the consequences of substance abuse to the individual, family, and organization

- Prevention/education through events such as briefings, outreach events and alcohol counseling
- Treatment (e.g., evaluating member, level 1/aftercare detoxification, RTF, PHP/IOP)

Goals:

- Minimize the consequences of substance abuse/misuse
- Ensure members are deployable

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# Early Identification



- Changes in baseline behavior
  - Late to work
  - Declining performance
  - Sloppy appearance
- A reputation of being a “drinker”
- Gets “wild” at work functions
- These observations are chances to have conversations





# Self Referrals



- Alcohol
  - Initiated by member; no pending investigation
- Drugs
  - Initiated by member; no pending investigation
    - ✓ Member can self-identify use to Unit/CC, CCF, ADAPT, or any other medical staff
    - ✓ Self-identification for drug use can't be used to mischaracterize discharge
    - ✓ Member **CANNOT** self-identify if:
      - Apprehended for drug involvement
      - Placed under investigation for drug abuse
      - Ordered to give a urine sample
      - Advised of a recommendation for separation for drug abuse





# Command Referrals



- Alcohol
  - Initiated by the CC; after an incident (contributing factor) or suspected substance abuse
    - ✓ Alcohol related misconduct: DUI, underage drinking, assault, public intoxication, spouse/child abuse, drunk on duty, etc.
  - Misconduct does not have to be present for a member to be referred
- Drugs (positive UA, drug bust, etc.)
  - Initiated by the CC
- Commanders who fail to comply with this requirement place members at increased risk for developing substance problems and jeopardize the mission





# Medical Referrals



- Alcohol/Drugs
  - Initiated by a medical provider (e.g., hospitalized for alcohol withdrawal, alcohol related injury, liver problems, etc.)
    - ✓ PCM must notify command if:
      - Member is observed, identified, or suspected to be under the influence of alcohol or drugs during a medical appointment
      - Member receives treatment for an injury or illness that may be the result of substance use
      - Is suspected of having a substance use disorder
      - Is admitted for alcohol or drug withdrawal management





# Assessment Results/Services



- Assessments conducted within 7 duty days of referral
  - Assessment feedback provided to referent in 24 duty hours
- Not diagnosed?
  - Alcohol brief counseling/education
    - ✓ Minimum of 2 sessions
    - ✓ No profile
- Diagnosed
  - Level 1 treatment (outpatient)
    - ✓ 2-3 months of treatment (group and individual)
    - ✓ Profile for 90 days (no PCS, deployment, TAW; no TDY or extended leave without consulting medical)
    - ✓ No drinking
    - ✓ Progression depends on member's participation/attendance and progress on patient goals
  - Aftercare
    - ✓ Minimum of 2-3 months
    - ✓ Profile for 3 months (no PCS, deployment, TAW; no TDY or extended leave without consulting medical)
  - PHP & IOP in Omaha; residential in O'Neill





# Family Advocacy Program (FAP)



DEPARTMENT OF THE AIR FORCE

## Family Advocacy Program

Our Mission (DAFI 40-301): *Build healthy communities to ensure a ready and resilient force.*

402-294-7886

24 hour DAVA 402-235-1731



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# Family Advocacy Core Components



## Prevention

- New Parent Support Program (NPSP)
  - Provide support for parents with children age 0-3 regardless of birth order
- Family Advocacy Strength—Based Therapy (FAST)
  - Individual, family, or marriage counseling on a space-available basis
- Outreach Program
  - Primary and secondary prevention to include education, skill development, marketing, collaboration, community intervention and referral links

## Maltreatment Intervention

- Identify and assess all reported incidents of family and intimate partner violence
- Determine if maltreatment has occurred
- Provide treatment/case management if maltreatment is founded
- Domestic Abuse Victim Advocacy resource





# New Parent Support Program



We work with families who are pregnant, adopting, or have children up to the age of 3 years

Services available:

- Individualized prenatal education
- Information on children's growth and development
- Empathy Belly demonstration for expectant fathers
- Assistance with potty training, temper tantrums, sleep problems, parenting, and more
- Call [402-294-7886](tel:402-294-7886) or visit us on the second floor of the North Tower
- Our Registered Nurses also offer home visits





# Prevention/Outreach Services... Building Family Strengths



- PREP: Prevention & Relationship Enhancement Program
- DADS 101: Preparing first time fathers to be Dads
- 1-2-3 Magic: Effective Discipline for Children 2-12
- Parenting with Love & Logic
- FAST
  - Family Advocacy Strengths-based Therapy
  - Couples Counseling
  - Family Counseling





# Intervention Services



- Cases of physical, emotional, or sexual abuse or neglect will be referred for intervention services.
- Adult- Domestic Violence
  - Physical
  - Emotional
  - Sexual
  - Neglect
- Child Abuse
  - Physical
  - Emotional
  - Sexual
  - Neglect
- FAP offers restricted and unrestricted reporting for victims of domestic abuse.
  - **Restricted reporting:** Reports are not made to law enforcement or command
  - **Unrestricted reporting:** FAP works with command, law enforcement and others to ensure victim safety





# Reporting



- **DAFI 40-301 Requires:**
  - Medical Clinic 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 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 the Family Advocacy Program.





# Maltreatment Intervention



- We ensure the safety of the victim, treatment for the abuser and providing resources for the whole family.
  - Spouse maltreatment, abuse assessment and treatment
  - Child neglect and safety planning
  - Maltreatment case management
  - Support for victims
  - Treatment for abusers
  - Domestic Abuse Victim Advocate (DAVA) can assist you through the court system, addressing leadership, and provide resources to get to a safe location. 24/7 DAVA [402-235-1731](tel:402-235-1731)





# Human Performance Center



- Mission readiness and total wellbeing for Team Offutt
- We offer free services, classes & programs for all military, retirees, DoW civilians, contractors, and spouses
  - Classes are held in the Offutt Field House upstairs classroom
  - Self-help body composition measurements at Offutt Field House
    - ✓ Available any time the Field House is open
    - ✓ Located by the swimming pool entrance
- Contact Information:
  - Phone – 402-294-5974
  - Email – [usaf.offutt.55-mdg.mbx.human-performance@health.mil](mailto:usaf.offutt.55-mdg.mbx.human-performance@health.mil)



[offutt.af.mil](http://offutt.af.mil)

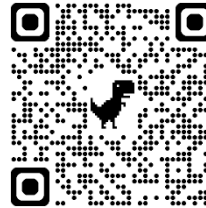




# Additional Resources

- Facebook [@55mdg](#)
- Instagram [@55mdg\\_offutt](#)

[Military One Source](#)



[Offutt Helping Agencies](#)

[Offutt MPF \(DEERS\)](#)



Sign up for mobile notifications.

