

Family Health

The 87th Medical Group has implemented the Family Health Initiative, also known as Patient Centered Medical Home (PCMH). PCMH is a team-based care model led by a personal physician that provides continuous and coordinated care to maximize health outcomes. This approach is designed to permit consistency with your provider team and greater flexibility when scheduling appointments. How does this affect you?

- Same health team for continuity of care
- Allows greater focus on your wellness and clinical preventive services
- Improved access to care
- Family Health teams work hand-in-hand with the Disease Management team for those with chronic illnesses

Please call (866) 377-2778 (866-DRS-APPT) to schedule an appointment with your provider team in Family Health. For cancellations, we kindly ask that you cancel your appointment at least two hours prior to the appointment time, if possible, to allow for the appointment to be re-booked.

Appointments

- Acute - appointment within 24 hours for patients who have a need for non-emergent, urgent care such as colds, flu, sore throat, urinary tract infections, or minor injuries.
- Routine - appointment within seven days for patients who require an office visit with the PCM for a new health care problem or concern that is not urgent.
- Established Patient Follow Up - appointment within 28 days as directed by the PCM or specialist. Established appointments are designated for patients who request a follow up appointment for a health concern and who have already discussed with their PCM the need for continued care or treatment.
- Well – appointment within 28 days for patients who require physical exams such as PHA, Occupational Health exam, Initial Flying Class Physical, Retirement/Separation Physical, or Confinement Physical.

BEFORE calling to schedule an appointment, we recommend you do the following:

- Have your sponsor's full social security number ready to give to the appointment clerk.
- Validate your correct address and phone number with the appointment clerk.
- Have a calendar handy and know dates an appointment will or will not work for you to avoid having to reschedule.
- Have a pen and paper handy to write down the appointment information. It is a good idea to repeat the date and time of the appointment back to the clerk to ensure accuracy.

When calling for a routine or urgent appointment, you will be given the next available appointment with your healthcare team. After you are seen, if your PCM instructs you to book a follow-up appointment, please stop at the Appointment Scheduling kiosk to book the appointment before you leave the main clinic. Some types of appointments (Occupational Health physicals, Optometry exams, Mental Health visits, Well-baby check-ups) may be made by calling the specific clinic. Clinic personnel will provide assistance for these types of appointments when appropriate.

Every effort is made to schedule your appointment with your healthcare team. Occasionally, certain appointments may be fully booked and you may have a pressing need for an appointment. In this case, the appointment clerk may refer your request to the team nurse, may offer an appointment with another healthcare provider, or may schedule you with a civilian provider for the purpose of addressing this particular acute need.

Referrals for Specialty Care

Your Primary Care Manager (PCM) may refer you to another medical facility for evaluation and treatment if the required medical specialty is not available at this clinic. Only your PCM can approve the use of all specialty services outside of Family Health. Referrals can be requested during an appointment with your provider. Upon request by your PCM, you will receive a letter from TRICARE in 10-14 days verifying your referral authorization. If you do not receive a letter by mail or have any questions regarding your referral, please contact 1(877)-TRICARE or the Referral Management office at 609-754-9387/9388 for more information.

Walk-in Services

We do not offer walk-in Sick Call hours. However, the following Nurse Run walk-in clinics are available Monday – Friday from 0900-1100 and 1300-1500.

- Sore throat
- Upper Respiratory Infection
- Urinary Tract Infection (Female 16+)
- Depo Provera Injections
- 5 Day Blood Pressure Checks
- Pregnancy test (all day)