



# 75<sup>th</sup> Medical Group Newsletter



## Satellite Pharmacy Changes

We recently moved our Satellite Pharmacy operations back inside the BX. There have been some changes for the safety of our patients and staff. The Pharmacy windows are now for pickup only. New prescriptions will be placed in a drop box located near the pharmacy. All new prescriptions must be “activated” by phone at **(801) 777-0418**, or by filling out an activation slip at the time you drop off the prescription. Please note that any prescription sent from your doctor’s office is considered a new prescription and requires activation first. Using the *ScriptCenter* machines (prescription vending machines) help reduce wait times and increase safety. If you want to learn how to use the *ScriptCenter* before you visit, you can watch an on-line tutorial at [go.usa.gov/xwtMZ](http://go.usa.gov/xwtMZ). Soon we will have a text message notification system to notify you when your prescription is ready for pick up. Also, drive-thru drop-boxes will be available so you don’t have to get out of your car. We understand that sometimes changes can be confusing, so we will have staff available to assist you in the Pharmacy area.

As patients enrolled to the 75th Medical Group, you probably have had first-hand experience with some of the changes we made in order to continue to provide safe, quality care due to COVID-19. We strongly encourage you to continue to take care of yourself and not delay seeking the care you need. We are here for you.



## Virtual Health Expansion

We started using virtual health (often called telemedicine or telehealth) before the COVID-19 pandemic by having some appointments by telephone. Now we have expanded our capability to include visual virtual appointments. Virtual appointments offer great benefits to patients who still want to “see” their healthcare provider, avoid wait times, exposure to illnesses, time off work, or the need to get child care. You may request a virtual appointment when you call to book your appointment at **(801) 586-2273**. Please note, not all health conditions can be addressed by a virtual appointment. Your provider team will notify you if they feel you need an in-person appointment. We currently use “doxy.me” for virtual health appointments. You can go to [www.help.doxy.me](http://www.help.doxy.me) for more information and video instructions. Our Facebook page also has a handout available with more details.

## Flu Vaccine

For the 2020-21 flu season, it is especially important that everyone get the flu vaccine this year. Vaccination against the flu helps reduce respiratory illnesses and the impact on the health care system during the COVID-19 pandemic. While the flu vaccine will not protect you against COVID-19, it has been shown to reduce the risk of complications from the flu which can lead to hospitalizations and death. You can obtain the vaccine at any network pharmacy that accepts TRICARE. It’s free and only your military ID is needed. Please bring a record of the vaccine to the immunizations clinic so they can update your vaccination records. Active duty will receive the vaccine at the clinic as soon as it is available. We care about your health and want you to be protected.



## MHS GENESIS:

This April our clinic will begin using the new electronic health record for the Military Health System (MHS) called MHS GENESIS. MHS GENESIS will provide a single health record for service members, veterans, and their families. It will contain all healthcare information to include inpatient, outpatient, and active duty dental information. In addition, the MHS GENESIS Patient Portal is a secure website which allows you to access your health information, schedule appointments, and exchange messages with your care team anytime and anywhere. It will replace the current TRICARE Online patient portal.

## Access to Health Care during GENESIS implementation

Advance planning for the change to MHS GENESIS has already started. There is still a lot of training that our staff has to do before our "go-live" date in April. Starting in February, the training will take time away from our regular patient appointment time as our staff learns and becomes comfortable with the new program. During this time, it may be harder to get an appointment. We hope you understand that it is necessary to ensure we document and track your health correctly. We encourage you to schedule your routine healthcare appointments before February if possible to avoid delays. You can make appointments by calling (801) 586-2273 or on-line at [www.TricareOnline.com](http://www.TricareOnline.com).



## Patient and Family Partnership Council (PFPC)

The Patient and Family Partnership Council provides an opportunity for patients, family members, and staff to participate in sharing information and guide program development. The council's goal is to improve the overall healthcare experience for patients and families in our clinic. If you would like more information on becoming a Patient and Family Advisor and be a voice that helps us shape the patient experience in our clinic, please contact us through the patient advocate email provided below.



## 75 MDG Web and Facebook Pages

All military treatment facilities now have a new standardized TRICARE website to make it easier for patients to access the information they need to manage their health care and their TRICARE benefit. Our clinic site is located at <https://hill.tricare.mil>. You can find information about the services we offer and our contact information.

Our Facebook page is the quickest and easiest way we have to communicate with you. For the most up-to-date information about our operating hours, announcements, activities or emergency notices, we encourage patients to visit our 75 MDG Facebook page at [www.facebook.com/75MDG](http://www.facebook.com/75MDG).

We will continue to do all that we can to keep you informed of changes. We encourage you to contact us with your feedback, concerns, and suggestions by emailing us at [usaf.hill.75-mdg.mbx.patient-advocate](mailto:usaf.hill.75-mdg.mbx.patient-advocate) so that we can continue to improve our care and services to meet your needs. Let's take care of ourselves and one another.

