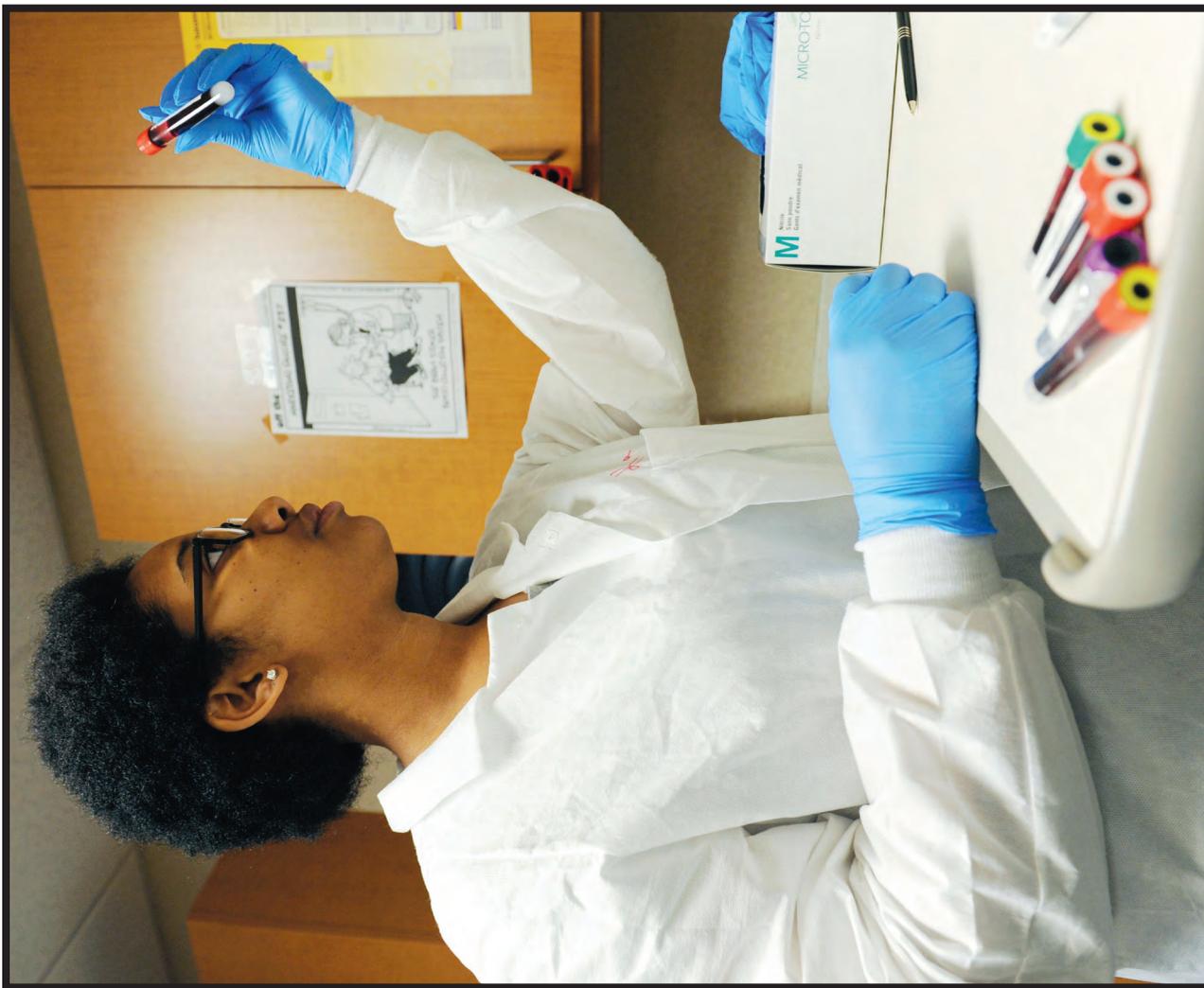


Little Rock Air Force Base, Ark.

# MEDICAL GUIDE



Friday, April 22, 2016  
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# MESSAGE FROM THE COMMANDER

By **Col. Douglas M. Littlefield**

*Commander, 19th Medical Group*

Greetings from the 19th Medical Group. It is a privilege and an honor to care for our nation's warriors, past and present, and their family members. Our country continues to ask much of its military, so our goal is to make sure your healthcare or your family's is never a concern. We will always strive to meet your medical needs compassionately and promptly, with an unmatched level of service. It is our sincere desire to not only treat disease, but to forge relationships that provide you comfort and confidence in your healthcare team. You are the reason we are here and we want to be your clinic of choice.

As you will see throughout this guide, we are a primary care clinic. We offer family practice, pediatrics, and flight medicine clinics that will provide the bulk of your care. We also have women's health, physical therapy, optometry, life skills, and dental clinics along with a full array of diagnostic services and prevention programs. As a bit of perspective, in 2014 our facility completed 58,000 appointments, placed 21,000 referrals, filled 246,000 prescriptions, and even saved \$850,000 taxpayer dollars by keeping more advanced dental procedures in-house.

As you can tell, Little Rock is no "Sleepy Hollow". For specialty medical services not provided in our facility, we have partnered with Humana Military Healthcare Services to provide a full spectrum of care which includes some of the very best doctors and hospitals in



**Col. Douglas M. Littlefield**  
*Commander, 19th Medical Group*

the area. We are truly fortunate to have such an outstanding and robust civilian healthcare network that is very supportive in taking care of the members of Team Little Rock.

We have worked extremely hard in the last 18 months to improve access to care while at the same time focusing on quality of care as well as a renewed focus on patient safety. We still maintain our full accreditation and are

looking forward to being re-inspected towards the end of 2015 with a Unit Effectiveness Inspection. In the meantime, we regularly look for areas to improve our processes and foster a sense of teamwork while taking care of our patients. Future planned projects include moving the Drug Demand Reduction (DDR) office out of Building 1090 into Building 1995 later this year and we are in the design stages for a new High Altitude Airdrop Mission Support facility that will place that

important mission into a state of the art facility. Even with the planned changes we pledge to continue working hard to ensure you receive only the best treatment and service from us in the future.

Let me close by saying meeting your healthcare needs remains our highest priority. We sincerely look forward to partnering with you to promote your health and well being.

Please keep this guide as a useful resource should you need to access any of our services and don't hesitate to contact any member of your dedicated healthcare team should you have any questions or concerns.

## Little Rock Air Force Base 2016 Medical Guide



U.S. AIR FORCE PHOTO BY AIRMAN KEVIN SOMMER GIRON

Kyla Mullins, 19th Medical Support Squadron technician, labels a patient's blood results on April 19 at Little Rock Air Force Base. The 19th MDSS clinical lab provides support to service members, Guard, retirees, Reservists and their dependents during normal duty hours.

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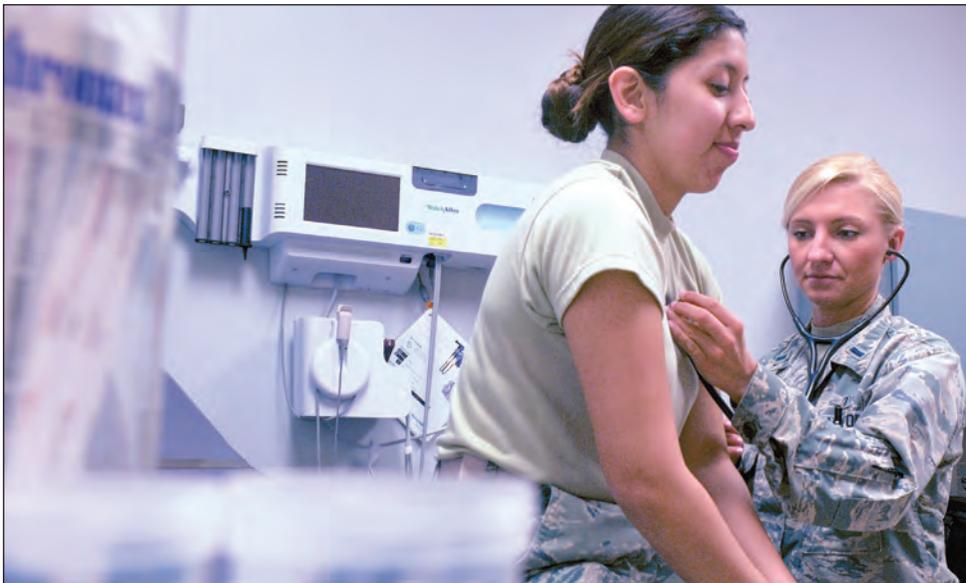
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U.S. AIR FORCE PHOTO BY SENIOR AIRMAN HARRY BREXEL

U.S. Air Force Capt. Mara Cole, 19th Medical Group physician assistant, listens to the heart beat of Airman 1st Class Gloria Aguila, 19th Medical Operations Squadron technician, on April 19 at Little Rock Air Force Base. The Family Health Clinic offers comprehensive medical care for all age groups.

## FAMILY HEALTH CLINIC

The 19th Medical Group Family Health Clinic offers comprehensive medical care for all age groups including: routine preventive care, treatment for acute illnesses, minor injuries and chronic problems. Providers also perform a variety of outpatient procedures to include, but not limited to: wart treatments, skin biopsies, cyst and soft tissue removal, limited splinting and joint injections.

Upon arrival at the base and enrollment into our clinic, patients will be assigned to a 19th MDG Patient Centered Medical Home (PCMH) team. A PCMH team is composed of physicians, physician assistants, nurse practitioners, nurses and/or medical technicians. In order for a patient to get to know the PCMH team, most medical appointments will be made with the assigned primary care manager (PCM). It is important for a patient to get to know their PCM so that the PCM will become familiar with the patient's medical needs. This allows for better continuity.

In addition to routine appointments, the FHC provides walk-in services for blood pressure checks, sore throat cultures, certain injections, suture/staple removal and pregnancy testing between 8-11 a.m. and 1-3 p.m. However, an appointment may be required if your PCM deems necessary. Appointments may be booked online with your PCM by visiting TRICARE online at <http://www.tricareonline.com> or MiCare at <https://app.relayhealth.com>. Appointments may also be made by calling central appointments at 501-987-8811 or 800-557-6815, Monday through Friday (except holidays), 7 a.m. to 4 p.m. Patients are strongly encouraged to consult the TRICARE Online website, which contains medical advice on a variety of common conditions, before calling for an appointment.

TRICARE Prime access standards are as follows:

1. Emergency Care: Emergency services are covered in circumstances involving possible loss of life, limb or eyesight. The 19th MDG does not have an emergency room so you will be directed to the closest emergency department.

2. Urgent (acute) Care: Acute care is defined as a nonemergency illness or injury for which medically necessary treatment is needed. An urgent care condition will not result in further disability or death if not treated immediately; however, treatment should take place within 24 hours of illness.

3. Routine Care: Routine care is for non-acute, routine medical conditions or questions. Beneficiaries are offered an appointment to visit a medical provider usually within seven calendar days.

4. Well-Patient Visits: These are visits for health promotion and disease prevention which includes such things as immunizations, preventive health assessments, pap smears and cancer screenings.

5. Routine referrals for specialty care: Beneficiaries will be offered an appointment with their PCM to discuss the medical condition that may require a specialty referral off base.

If you require urgent care after hours, you may reach the on-call service by calling 501-987-8811. After-hours urgent care requires preauthorization. If you are out of the local area and require urgent medical care, you should call 1-800-444-5445 for the nearest TRICARE approved treatment facility in the area. Active-duty personnel are required to notify your primary care manager the next duty day after a visit to a civilian acute care clinic for follow-up care and duty restrictions.

## 19TH MEDICAL GROUP

The 19th Medical Group is an integral part of the 19th Airlift Wing, local community and Air Mobility Command. We provide medical and ancillary support services ensuring health care is available to 6,500 active-duty personnel assigned to the 19th AW, 314th AW, 189th AW, 913th AG, 37 tenants, and 10,000 non-active duty beneficiaries in central Arkansas. The 19th MDG partners with the health care support contractor to ensure a full spectrum of care is available. We ensure active duty-members are medically ready for worldwide deployments.

The Air Force Medical Service will continue to face change and restructuring well into the next decade. It is crucial that we look forward to determine how we will do business in the future. Health care roles and missions are evolving daily. With the advent of primary care teams and managed care support contracts, it is our privilege and pleasure to be a premier primary care center of excellence for our customers. It is our goal to be a highly reliable team of professionals, investing in our people to perform at maximum effort, while partnering with our community to deliver the best health care.

### Short Facts

- At [www.humana-military.com](http://www.humana-military.com), you can review your referral authorizations, claim status, enrollment, and eligibility.
- Appointments may be booked by visiting TRICARE online at <http://www.tricareonline.com> or MiCare at <https://app.relayhealth.com>.
- After-hours nurse advice line is available by calling 501-987-8811.
- Main clinic hours are 7:30 a.m.-4:30 p.m. Monday-Friday. We are closed at noon on the fourth Wednesday of each month for training.
- Stay up-to-date with clinic closings by liking the MDG Facebook page: <https://www.facebook.com/19MDG>



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# MENTAL HEALTH FLIGHT

The Mental Health Flight, comprised of the Mental Health Clinic, the Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program, and the Family Advocacy Program (FAP), provides a variety of services to active-duty personnel and dependent family members. Services are intended to bolster resilience to daily stressors and provide treatment for emotional and behavioral concerns as needed. Active-duty members routinely seek mental health care for post-traumatic stress disorder, alcohol and drug abuse concerns, depression, anxiety, stress management, anger management, improving relationships, parenting advice and learning effective strategies for managing the normal “ups and downs” of life. Persons engaged in mental health services can expect to have their privacy maintained while receiving professional, competent, individualized treatment within a respectful and caring environment.

Though clinical services are usually offered individually, educational classes and group psychotherapy are also available. In addition to offering counseling services to active-duty personnel, the MH Flight also provides military-specific mental health consultation to commanders, MDG providers, civilian personnel and other base agencies.

Evaluation services at family advocacy are open to active-duty members and their spouses or intimate partners. Access to the MH clinic and ADAPT is limited to active-duty personnel. Non-active duty TRICARE prime enrollees may self-refer to a TRICARE network MH provider without a referral for eight visits. After eight visits, a referral from the primary care manager is required. In addition, a primary care manager may choose to refer a non-active duty patient to a TRICARE network MH provider.

The following is a list of 19th MDG MH client services:

1. **Individual Psychotherapy:** Providers work collaboratively with patients to develop an individualized treatment plan that aims at enhancing their behavioral, interpersonal and emotional wellness. Psychological testing may be used to aid in diagnosis and treatment planning, and to gain a better understanding of oneself. Active-duty personnel may not receive off-base referrals for individual psychotherapy.

2. **Medication Management:** Individualized pharmacotherapy aimed at alleviating the symptoms of psychiatric disorders and restoring health.

3. **Anger Management:** A two-day class designed to help patients manage their emotions by recognizing common symptoms of anger, discussing emotionally provoking events, and managing types of communication responses. This class is offered through family advocacy.

4. **Mindfulness class:** An open eight-week class in



The mental health clinic services are intended to bolster resilience to daily stressors and provide treatment for emotional and behavioral concerns as needed. This includes services made to improve a service member's spiritual, mental, social and physical aspects of life.

which you will learn how to improve your quality of life by living according to your values. The class focuses on being actively present, disconnecting from rigid standards, finding your true self, identifying your values, making wise decisions, developing healthy relationships, managing overwhelming emotions, and coping with distress.

5. **Crisis Management:** Emergency walk-in evaluations are conducted for active-duty individuals experiencing extreme distress.

6. **Disaster Mental Health (DMH):** The DMH team provides psychological first aid to individuals and groups who may have or who have had direct exposure to an all-hazard incident. An all-hazard incident is any incident, natural or manmade, serious enough to warrant action to protect the life, property, health and safety of military members, dependents and civilians at risk, and minimize any disruptions of installation operations. The DMH team may be activated by commanders 24 hours a day through the 19th AW Command Post.

7. **Unit Consultation Services:** Provides outreach and prevention to squadrons; these are available upon request from a commander or first sergeant.

8. **Family Advocacy Program:** Services include a variety of classes including Dad's 101, 1-2-3 Magic Parenting, play groups, home visits or office visits with a nurse and/or social worker, individual therapy, marital therapy, family therapy and access to a vast lending library. Furthermore, the new parent support program is available for persons who are expecting a child or who have children under the age of 3 years old.

9. **ADAPT Program:** The ADAPT program offers alcohol and drug abuse prevention and treatment in the

form of responsible drinking classes, targeted interactive prevention workshops, commander's call briefings, individual assessments, individual counseling and group counseling. Furthermore, ADAPT coordinates intensive outpatient and inpatient services and provides an aftercare program for relapse prevention.

In addition, the MH Flight offers a range of psycho-education classes through Leadership Pathways which are open to the entire Little Rock AFB community. One can acquire information and sign up for classes on the Little Rock AFB webpage: <http://www.littlerock.af.mil/leadershippathways>.

10. **Relaxation Class:** In this group, participants will learn how stress negatively impacts their mind, life and body, as well as many medical conditions. More importantly, participants will engage in, and develop, multiple relaxation techniques. Seven different relaxation techniques are covered that can be used to manage and/or reduce stress, anxiety, anger, chronic pain and medical conditions that are worsened by stress. The techniques include: breathing exercises, progressive and passive muscle relaxation, visualization, brief relaxation techniques, and autogenic exercises. This class is a four-part series, and each class lasts 60 minutes. All are welcome to begin the group at any point in the series.

11. **Sleep Enhancement:** In this group, common myths related to sleep will be dispelled. Participants will learn about the realities of sleep and sleep architecture. They will also learn about circumstances that make them vulnerable to developing sleep problems, the causes of common sleep problems, and the reasons that sleep can be impaired for long periods of time. Finally, participants will learn how to correct the most common problems associated with sleep. The class is a one-time class that lasts roughly 90 minutes.

12. **Healthy Thinking Class:** This seminar utilizes basic principles of cognitive therapy to help individuals improve their mood. During this 45-minute class, the instructor will educate the group on some easy principles to help identify harmful thought patterns. Once these patterns are identified, the instructor will teach the group effective “down to earth” techniques to modify them. Seventy percent of individuals report an improved mood after utilizing this method.

Most people benefit from talking to a professional mental health provider at some point in their lives. The MH Flight is here to assist individuals who recognize the need for such help. Active-duty personnel can request services with or without a referral from their primary care doctor. To sign up for a program or to make an appointment with the meet please call 501-987-7338. For Family Advocacy please call 501-987-7377.



U.S. AIR FORCE PHOTO BY AIRMAN KEVIN SOMMER GIRON

U.S. Air Force Staff Sgt. Ralph Hallman, 19th Medical Operations Squadron physical therapy technician, helps stretch recovering muscle groups in the legs of Senior Airman Sudeep Jacob, 19th Medical Support Squadron pharmacy technician, on April 19 at Little Rock Air Force Base. Members of the 19th MDOS physical therapy clinic assist more than 400 patients each month.

## PHYSICAL THERAPY

The Little Rock AFB Physical Therapy Clinic provides rehabilitative services focused on injuries to the musculoskeletal system. The staff utilizes a wide array of interventions tailored to an individual patient's needs, including hands-on manual therapies (joint manipulations and mobilizations), therapeutic exercises, and assorted pain relieving modalities.

Neurologic conditions, pediatric and neuro-developmental delay, cardiac rehab, and postoperative procedures requiring splinting are beyond the scope of care and are not available.

Beneficiaries with these conditions and non-active-duty beneficiaries with musculoskeletal conditions who cannot be accommodated will be sent off base to a network physical therapy clinic. No referral is required for active-duty members to be seen in the clinic; however, an appointment is necessary.

To make an appointment, call the clinic at 501-987-7466. The physical therapy clinic also provides orthotic (shoe inserts) assessment as well as injury prevention lectures and ergonomic and human factors shop visits.

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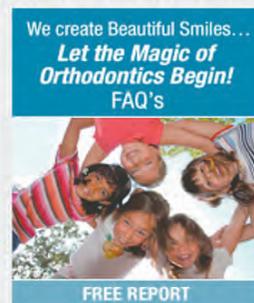
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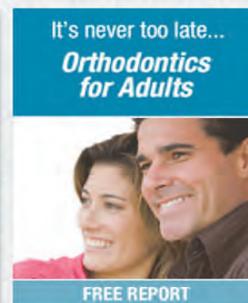
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## OPTOMETRY CLINIC

The optometry clinic is staffed with three optometrists and three technicians. Their primary mission is to ensure military forces are vision ready. Active duty-members can schedule routine eye exams by calling Central Appointments at 501-987-8811, or logging in to [www.tricareonline.com](http://www.tricareonline.com). The clinic's direct number is 501-987-8702.

Active duty-dependents, retirees, and retiree dependents are seen off base by TRICARE network optometrists (active duty dependents are eligible for an exam every year and retirees and their dependents are eligible every two years). Routine eye care includes assessing and treating anomalies of refractive error, binocular function and ocular health. Staff members order, adjust and repair military-issued spectacles and gas-mask inserts. They cannot adjust civilian spectacles due to liability issues. Staff members do not perform new contact lens fittings for elective or cosmetic reasons.

However, new fittings are available for patients enrolled in the Aircrew Contact Lens Program and for those with legitimate medical necessity (as determined by the provider). Staff may be able to renew existing contact lens prescriptions, but only if the patient wears their contact lenses to the appointment and brings a written copy of the current prescription (or boxes/packages with required lens measurements).

The optometry clinic also supports the Air Force Corneal Refractive Surgery program, which is available to active duty-members who are 21 years or older and meet all surgery criteria. Members must not have plans to separate, PCS, or deploy, and must have 6 months of retainability from the date of surgery. Interested members should schedule a routine eye exam to determine if they are a good candidate.



U.S. Air Force Maj. Nathan Anderson, 19th Aerospace Medicine Squadron optometrist, performs an eye exam on a patient April 19 at Little Rock Air Force Base. Approximately 500 eye examinations are performed monthly by the 19th MDG optometry team.

## PEDIATRIC SERVICES



U.S. AIR FORCE PHOTO BY AIRMAN KEVIN SOMMER GIRON

U.S. Air Force Senior Airman Tiffany LaCombe, 19th Medical Operations Squadron medical technician, weighs an infant on April 19 at Little Rock Air Force Base. The Pediatric Clinic provides acute and wellness exams, ensuring patients are taken care of properly.

Pediatric services are provided through the pediatric and family health clinics. Patients are assigned to a family health or pediatric team based on their age and will be seen by a provider on their assigned team when possible. Appointments may be booked by visiting MiCare at <https://app.relayhealth.com> or TRICARE online at <http://www.tricareonline.com>. Appointments may also be made by calling central appointments at 501-987-8811 or 800-557-6815 Monday through Friday (except holidays and base down days), 7 a.m. to 4 p.m. Messages may be left at the above telephone number for medication refills, referrals or to speak to a nurse.

Available services include management of acute/urgent medical problems, well-patient visits (school physicals, asthma counseling, well-baby examinations), and routine visits for children up to age 14 at Pediatrics and age 17 at Family Health.

The pediatric clinic provides walk-in services for sore throat cultures, suture removals, staple removals and wart treatments between 9-11 a.m. and 1-3 p.m.

If you require urgent care after hours, you may reach the on-call service by calling 501-987-8811. After-hours urgent care requires preauthorization. If you are out of the local area and require urgent medical care, you should call 1-800-444-5445 for the nearest TRICARE approved treatment facility in the area.



Regina Handley, 19th Medical Group patient advocate, discusses TRICARE benefits with a patient on April 19 at Little Rock Air Force Base. The patient advocate is a patient's spokesman and ensures all grievances filed are investigated, reported and solved in a timely manner.

# PATIENT ADVOCACY PROGRAM

The 19th MDG Patient Advocacy Program is an integral component of the medical group's total quality approach to patient care. Our goal is to commit every element of our organization to the creation of an exceptional experience for our patients. For your convenience, each patient care and ancillary service area have designated customer service representatives, called patient advocates, available to assist in resolving your concerns. In the event that the issue cannot be managed at the level where service was provided, it will be elevated to our group patient advocate.

Essentially, the patient advocate serves as your spokesperson and ensures all grievances filed are investigated, reported and resolved in a timely manner. He/she facilitates the understanding of the medical group's policies and procedures, identifies trends affecting customer satisfaction, makes recommendations for improving patient services, and provides customer service training on a recurring basis. The patient advocate is also an avenue for you to pass compliments or suggestions to the senior leadership of the medical group.

All in all, the patient advocacy program allows us the opportunity to pay close attention to all aspects of your experience, analyzing the experience from your perspective. Notably,

your feedback is valuable in improving the delivery of quality health care.

To better assist you in recognizing your patient advocate representatives, we have prominently displayed their photographs throughout the facility. If you have questions or concerns, you may contact your group patient advocate at 501-987-8753 or stop by the referral management center.

Customer Service Representative Telephone Numbers:

- Clinical Laboratory 501-987-7281
- Dental 501-987-7304
- Diagnostic Imaging (Radiology) 501-987-7467
- Family Advocacy 501-987-7377
- Family Health 501-987-3080
- Flight Medicine 501-987-7319
- HAWC 501-987-7288
- Mental Health 501-987-7338
- Optometry 501-987-8702
- Pediatrics 501-987-7245
- Pharmacy 501-987-7446
- Physical Therapy 501-987-7466
- Physiological Training 501-987-7389
- Public Health 501-987-7209
- TOPA 501-987-1285
- Women's Health Clinic 501-987-7366

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**TRICARE**

# PHARMACY SERVICES

## NEW PRESCRIPTIONS

All new prescriptions are processed at the main pharmacy. The pharmacy accepts both military and civilian prescriptions for eligible beneficiaries. Patients must utilize the automated queuing system located in the pharmacy lobby to check in based on prescription type and/or desired pickup time. Prescriptions will not be processed until patients check in with pharmacy staff. New civilian prescriptions are processed between 7:30 - 11:30 a.m. and 1 - 4 p.m. Prescriptions entered by military providers are processed anytime between the hours of 7:30 a.m. - 4 p.m.

Prescriptions for items on the Little Rock AFB Pharmacy formulary will be honored; non-formulary items will not be filled. Copies of the formulary are available on the base website at [www.littlerock.af.mil](http://www.littlerock.af.mil) (located under the "Community Interest" section on the right hand side of the homepage). The formulary is also posted on the 19th MDG home page at [www.littlerock.af.mil/units/19thmedicalgroup/index.asp](http://www.littlerock.af.mil/units/19thmedicalgroup/index.asp), then click the 19th Medical Group Pharmacy Formulary graphic.

The pharmacy does not accept new patient prescriptions or prescription renewals via telephone. All prescriptions for controlled substances must contain a wet ink signature (stamped or electronically signed prescriptions will not be accepted). Drug information and patient education are provided with all new prescriptions and are available from the refill pharmacy staff upon request.

## PRESCRIPTION DROP OFF

Individuals unable to wait for prescriptions to be processed may drop them off to be processed later. Prescriptions dropped off before 1 p.m. are available after 2 p.m. the same day or the following duty day. Prescriptions dropped off after 2 p.m. will be ready for pick up the following duty day during normal duty hours. Due to limited shelf space, prescriptions not picked up within one week will be returned to stock. (This also applies to patients seen at the base medical clinic).

## FAXED AND ELECTRONIC PRESCRIPTIONS

Computer generated prescriptions must be sent directly from the prescriber's office to the pharmacy at 501-987-7605. Additional information regarding the prescription fax policy is available at the main pharmacy. Prescribers may also utilize electronic Advertising supplement to The Combat Airlifter



U.S. AIR FORCE PHOTO BY SENIOR AIRMAN HARRY BREXEL

U.S. Air Force Col. Douglas Littlefield, 19th Medical Group commander, left, and Maj. Rachel Casey, 19th Medical Support Squadron pharmacy superintendent, brief U.S. Air Force Surgeon General Lt. Gen. Mark Ediger on Dec. 16, 2015, at Little Rock Air Force Base. During his visit, he received a firsthand look at the role the 19th Medical Group plays in executing Little Rock AFB's mission and spoke with Airmen.

prescribing to securely transmit prescriptions via the internet to the pharmacy. If your prescriber's office needs additional details to establish connection with the Little Rock AFB e-Pharmacy site, have them contact a pharmacy staff member at (501) 987-7446. Faxed and electronic prescriptions will not be processed until patients check in with pharmacy staff.

## QUANTITY AND REFILL LIMITATIONS

Physicians may prescribe up to a 90-day supply for maintenance medications (i.e., blood pressure, diabetic medications, etc) with refills for up to one year from the date the prescription was written, except for controlled substances (i.e., pain medications, certain sleeping medications, etc).

CIII-CV controlled substances may be filled for up to a 30-day supply with up to five refills within six months of the date the prescription was written. No refills are permitted for schedule CII controlled substances. (Exception: ADHD medications can be written for a 90-day supply with no refills.)

## REFILL PRESCRIPTIONS

All refills are processed at the refill pharmacy. The pharmacy has a mandatory call-in refill policy, with an automated telephone

refill system available at all times. Patients with touch-tone or rotary dial telephones may use this system by calling 501-987-7457, or by calling the toll-free number 877-329-5762. Alternatively, patients may request refills through the internet using the TRICARE Online website at <http://www.tricareonline.com>. Refills can be processed once 75 percent of the prescription has been used. Items will be kept on the shelf for only one week and then returned to stock if not picked up.

## PRESCRIPTION TRANSFERS

Patients with active (non-expired) prescriptions originally filled at other pharmacies (either military or civilian) with refills remaining may bring the original label to the pharmacy to have the remaining refills "transferred" to this facility. Please allow three duty days to process transferred prescriptions. Note: due to time zone differences, prescriptions transfers from OCONUS bases may require additional processing time.

## PICKING UP PRESCRIPTIONS

As a patient safety measure, anyone picking up a prescription on behalf of another patient (except for dependent children under 18 years of age) must be in possession of the patient's military ID card (or a photocopy of both the front and back of the ID). Parents or

legal guardians must pick up prescriptions for dependent children under 18 years of age. The child's military ID card is very helpful but not required, to validate eligibility, especially if the child has a different last name and social security number other than the sponsor or person picking up the medication.

Options Other Than the Base Pharmacy: If your medication is not available at the base pharmacy, you have the following options to obtain a prescription:

### 1. TRICARE Mail Order Pharmacy (TMOP)

For up to a 90-day supply, formulary generic items are available for a \$0 co-pay, formulary brand medications are available for a \$16 co-pay, and non-formulary medications are available for a \$46 co-pay as written by the provider (a prior authorization or medical necessity form filled out by your provider may reduce the \$46 co-pay to \$16).

### 2. TRICARE Retail Network

If in need of a medication for an acute illness or condition (i.e., antibiotics, pain medications, etc.) when the base pharmacy is closed, or for a medication not carried on the base formulary, patients may choose to use a TRICARE Retail Network Pharmacy (most local pharmacies, with the exception of Walgreens). For up to a 30-day supply, formulary generic items are available for an \$8 co-pay, formulary brand medications are available for a \$20 co-pay, and non-formulary medications are available for a \$47 co-pay as written by the provider (a prior authorization or medical necessity form filled out by your provider may reduce the \$47 co-pay to \$20).

The TRICARE Mail Order Pharmacy and network pharmacy benefit is available to TRICARE-eligible retirees and their family members. The TMOP formulary contains most FDA approved oral and topical prescription medications. Several classes of medications are excluded such as drugs for weight control, smoking cessation, cosmetic purposes, etc. For more information regarding your TRICARE pharmacy benefit, visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE).

CONTACT INFO: If you need to speak with a member of the pharmacy please call 501-987-7446.

Visit us on Facebook: [www.facebook.com/LR.pharmacy](http://www.facebook.com/LR.pharmacy)

For more information on the TRICARE pharmacy benefit, visit <http://www.tricare.mil/CoveredServices/Pharmacy.aspx>

# LABORATORY SERVICES

The clinical laboratory provides a wide selection of routine and urgent testing in a modern state-of-the-art facility. The latest technology and instrumentation is utilized to analyze samples in the prevention, detection and monitoring of patient health.

The clinical laboratory is accredited biennially by the College of American Pathologists and was most recently inspected and reaccredited in Feb. 15.

Our laboratory staff holds civilian laboratory credentials with either the American Society for Clinical Pathology or the National Certification Agency for Clinical Laboratory Personnel.

Our local testing menu includes: Strep A testing, urinalysis, hematology, serology and clinical chemistry. For tests not available in-house, we collect and refer to other military or civilian laboratories.

The laboratory can accommodate patients from the newborn to the elderly and offers testing for routine and urgent care, as well as preventive medicine, to our military family. The laboratory is also involved in medical readiness to include the collection and submission of required testing for personnel deploying. Operating hours are 7:30 a.m.- 4:30 p.m., Monday - Friday, on-call support is available for

medical legal testing only.

Requests are processed electronically using the Composite Health Care System (CHCS). The 19th Medical Group providers place laboratory orders using this system, which are then processed by the laboratory. Once testing is completed and certified by the staff, the results are immediately available electronically to the provider through their CHCS account. Contact your provider or clinic for your test results; the clinical laboratory is NOT authorized to release test results to patients. Another option to obtain your clinical information is utilizing the "Blue Button" link in TRICARE online accounts which will display your test result seven days after they have occurred.

Laboratory orders from civilian providers are also welcome. Patients wishing to have laboratory testing performed for their civilian provider need to have a written order signed by their doctor along with a valid voice and fax phone number. Results are faxed to off-base providers once all testing is completed.

The clinical laboratory is here to serve you. For more information, call 501-987-7281/7438.



U.S. AIR FORCE PHOTO BY AIRMAN KEVIN SOMMER GIRON

Julia Thompson, 19th Medical Support Squadron radiologic technician, performs X-rays of Airman 1st Class Bryan McMenemy, 314th Aircraft Maintenance Squadron communications navigation technician. The 19th MDG provides support to service members, Guard, retirees, Reservists and their family dependents during normal duty hours.



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U.S. AIR FORCE PHOTO BY AIRMAN KEVIN SOMMER GIRON

U.S. Air Force Airman 1st Class Alec Munson, 19th Aerospace Medical Squadron public health technician, conducts a hearing test for Airman 1st Class Roberto House on April 19 at Little Rock Air Force Base. Preventive health assessments and individual mission readiness are yearly requirements for service members.

## PUBLIC HEALTH

Public Health develops, plans, and implements military PH activities related to force health management and community health. Public Health hours of operation are Monday through Friday 7:30 a.m. until 4:30 p.m. Pre-deployment clinic hours for flyers are Tuesdays and Thursdays at 1 p.m. and non-flyers are Tuesdays and Thursdays from 8 to 10 a.m. An appointment must be made by the unit's deployment monitor. Post-deployment in-processing hours are Monday through Friday from 8 a.m. until 2 p.m. Force health management includes: deployment medicine, occupational health and preventative health assessments. Before individuals are able to leave for deployment, they must be medically cleared by the medical group. Public Health monitors health status of personnel with orders to deploy and ensures that all members receive proper medical care required for the deployed environment. Post-deployment processing is conducted within the first five days of returning to Little Rock AFB at PH. Members are required to bring their sealed medical record and CAC. Additionally, PH must provide medical intelligence to deploying personnel and commanders.

Public Health also monitors occupational hazards that may threaten the safety of installation personnel. Public Health establishes procedures to identify personnel requiring pre-placement, periodic and termination medical examinations. Public Health receives notification of all positive pregnancy tests in order to mitigate occupational hazard risks to both mother and fetus. This flight also serves as the technical advisor for planning and presenting occupational health education programs.

Preventative health assessments and Individual Mission Readiness are a yearly

requirement for active duty. Public Health technicians complete approximately 500 PHAs per month. Individuals who are due for a PHA will be notified via email. IMR is also tracked and reported to commanders in many different forums. IMR gives the commanders a snapshot of who is medically ready to deploy. Everyone can check their own IMR status through the Air Force portal under "Fitness/Health" tab then clicking medical readiness.

Community Health drives installation food safety, medical entomology, travel medicine, and communicable disease tracking is charged with preventing, detecting and controlling population outbreaks to include foodborne illness outbreaks. Public Health initiates and leads food safety and public facility sanitation programs to prevent such outbreaks from spreading among the installation population. Compliance with standards is enforced by inspecting the food and public facilities on base to ensure food safety and sanitation protocols are followed by employees. Approximately 200 inspections are completed a year.

Public Health plans and develops an entomology program to monitor vectors such as ticks and mosquitoes that can carry threats. Public Health monitors the base for vector-borne diseases such as rocky mountain spotted fever, tularemia, and west Nile virus. Public Health also offers country-specific travel recommendations on vaccinations, medications, and disease countermeasures to active duty, dependent, retirees and civilian travelers.

Questions regarding communicable diseases, food safety, occupational hazards, medical intelligence or other public health programs can be made in person, by phone at 501-987-7209, or by email at 19MDGPublicHealth@littlerock.af.mil.

## DENTAL CLINIC

The dental clinic provides comprehensive dental services for active-duty members. Dental services offered include: preventive (annual exams and cleanings), restorative (routine fillings and crowns), oral surgery (extractions), periodontics (gum disease treatment and maintenance), endodontics (root canals), and prosthodontics (partial dentures and implants).

Routine appointments are typically available within 21 duty days. Some dental specialty services require more coordination and therefore may take longer. The majority of elective services are not authorized within six months of separation or retirement.

Active-duty members will be contacted for their mandatory appointment for a routine annual dental examination and cleaning by the dental clinic or the member's unit health monitor. Sister service members on active duty can make an appointment by calling the dental clinic appointment desk at 501-987-7304. This appointment line will also schedule a visit to answer questions or perform non-emergency evaluations.

Emergency dental care appointments are available 7:30 a.m. to 4:30 p.m., Monday through Friday by calling the dental appointment desk. At the emergency appointment visit, the patient's dental problem will be evaluated

and, if necessary, prompt treatment provided. In some cases, non-urgent treatment may be scheduled for a later date in order to pre-plan the proper resources to meet the patient's dental needs. On non-duty days or after normal duty hours, access to emergency care to relieve severe pain, uncontrolled bleeding, or swelling caused by infection can be obtained by calling the 19th Medical Group's central appointment line at 501-987-8811 and asking for the "on-call" dentist. Please note that an emergency room visit for non-life threatening dental conditions are not authorized without concurrence of the on call dentist.

For dependents of active duty members, reservists, and retirees, there are dental insurance programs available for purchase which enable those beneficiaries to receive routine and emergency dental care through civilian providers. Dependents of active duty and reservists can contact the TRICARE Dental Family Program, which is administered by MetLife, by calling 1-800-868-8499 or on their website at [www.tricare dental program.com](http://www.tricare dental program.com). For retirees and their dependents, the TRICARE Retiree Dental Program is available from Delta Dental. Further information can be obtained by calling 1-888-838-8737, or on their website at [www.trdp.org](http://www.trdp.org).



U.S. Air Force Staff Sgt. Cody Murphy, 19th Aerospace Medical Squadron laboratory technician, polishes an implant tool April 19 at Little Rock Air Force Base. The Dental Clinic is responsible for keeping the Air Force fit to fight by expertly examining, diagnosing and treating diseases in the oral cavity.



U.S Air Force Staff Sgt. Bailey Hulett, 19th Aerospace Medical Squadron technician, prepares to respond to a flight emergency on April 19 at Little Rock Air Force Base. The flight clinic is dedicated to providing high-quality health care to all flyers, controllers and special operations personnel.

# MEDICAL RECORDS

Medical records are the property of the United States Government and keeping them at the medical treatment facility (MTF) is a legal requirement. The MTF commander is the custodian and relies on the clinic staff to ensure custodian responsibility is met. Medical records will be charged out and taken to the clinic for scheduled patient appointments, and proper custody and control of medical records are required per AFI 41-210, TRICARE Operations and Patient Administration. Every effort is made to ensure that each provider has access to their patient's medical record at their clinic appointment. For appointments outside the MTF, patients are given copies of pertinent information to take with them on their visit.

Request for medical documents from outside sources must have a proper release statement signed by the patient or guardian (these forms may be obtained from clinic personnel). All patients are authorized one free copy of their medical record. Individuals separating or retiring and wanting a copy of their record will be provided one free copy of their entire medical record if requested 30-60 days prior to separation/retirement. All requests for medical records must be in writing (forms can be obtained from the referral management center) from the individual or parent/guardian (if under 18).

To better manage our patients' care, patients are asked to keep their contact information (phone number and address) updated in DEERS. Patients may accomplish this by going online at <http://www.tricare.mil> or reporting to the 19th Force Support Squadron in building 1255 and updating their DEERS information with them.



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# MEDICAL MANAGEMENT SERVICES

Management programs utilize nurses specialized to help patients with chronic medical conditions such as diabetes, high blood pressure and abnormal cholesterol. These conditions must be monitored closely to prevent complications. Keeping good control of your medical conditions through preventive care can reduce the risk of eye, foot or kidney problems as well as heart disease or stroke. Disease management nurses support the health care team through a collaborative relationship working toward achievement of mutual goals of optimal wellness and prevention of complications from chronic diseases. Disease management encourages active patient participation in health promotion and wellness. As part of your health care team, we will work together to ensure that you are up-to-date with your care and help prevent long-term complications.

**Exceptional Family Member Program (EFMP):** The EFMP is designed to identify regular active-duty Air Force sponsors with dependents that have special medical and or/educational needs and require specialty care. The EFMP staff assist Air Force family relocating through the family member relocation clearance process when a special medical and or/educational need exist. The EFMP ensures families are able to receive required resources through the EFMP-family support (provided by the Airman and Family Readiness Centers), appropriate medical and educational referrals, health care coordination on base or in the community, and information and extended services, such as TRICARE's Extended Health Care Option. The EFMP is also responsible for formally determining availability of medical/educational services through either the MTF or civilian TRICARE networks.



U.S. AIR FORCE PHOTO BY SENIOR AIRMAN HARRY BREXEL

U.S. Air Force Senior Airman Dakota Robins and Airman 1st Class Ryan Turner, 19th Medical Support Squadron referral management center technicians, review the referral process April 19 at Little Rock Air Force Base. Management programs use nurses specialized to help patients with chronic medical conditions such as diabetes, high blood pressure and abnormal cholesterol.

There are several pertinent facts to remember about EFMP: 1) The Air Force defines almost any condition that cannot be handled by an annual visit to a primary care manager as a "special need", 2) EFMP enrollment is MANDATORY if a family member has special needs, 3) EFMP enrollment does not adversely affect promotion or prevent deployments or TDYs

for the active-duty service member, 4) active-duty service members, who withhold information or willfully violate the relocation process, may face possible disciplinary action under the UCMJ, and 5) National Guard and Reserve families may receive information and supportive services, but do not enroll in the EFMP due to separate assignments processes.

**Medical Case Management:** Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet the beneficiaries' comprehensive health needs through communication and available resources to promote quality, cost-effective outcomes. We are an extension of the PCM team, which means we work with your provider, nurse and technician to assist with your individual medical needs including mental health. You or your family member may be eligible for case management if you have a very complex medical condition or situation. You may self-refer to case management or be referred by a medical provider.

**Wounded Warrior Case Management Program:** The Wounded Warrior Case Management Program is a voluntary program designed to identify and assist Air Force members that have sustained a significant injury, diagnosed with a serious illness, or have been wounded. Service members are screened for medical and psychosocial needs by the military provider and a specialized referral is submitted to Air Force Personnel Center with brief history of the members' illness or injury. AFPC will determine if the recovering service member meets criteria to be assigned a recovery care team. The WWCM nurse, as a patient advocate, determines the service member needs, aides them to obtain specialty consultations and appointments, participates in team meetings, and helps locate limited resources. Program goals are individualized depending on the member's needs. When needed the WWCM nurse works in conjunction with Veterans Affairs personnel to facilitate a smooth transition upon separation.

Regina Penn, 19th Medical Group Beneficiary Counseling and Assistance Coordinator, briefs a patient about an outstanding medical bill April 19 at Little Rock Air Force Base. Penn is available to answer questions or help obtain medical care access through TRICARE programs.



U.S. AIR FORCE PHOTO BY SENIOR AIRMAN HARRY BREXEL

## BENEFICIARY COUNSELING, ASSISTANCE COORDINATOR, DEBT COLLECTION ASSISTANCE OFFICER

The Beneficiary Counseling and Assistance Coordinator's (BCAC) primary function is to serve as a primary source of assistance for the Military Health Services System (MHSS). The BCAC is the first resource for our beneficiaries needing assistance with claims resulting from civilian medical appointments. The Debt Collection Assistance Officer (DCAO) assists beneficiaries in obtaining relief from collection actions.

The BCAC/DCAO provides or directly communicates information on health care services that TRICARE covers and excludes and convey how these benefits and policies integrate with other health care sources. She will also explain beneficiary's costs and responsibilities when enrolling in TRICARE Prime or accessing services under the TRICARE Extra or Standard options.

# MEDICAL EVALUATION BOARDS

The purpose of a medical evaluation board is to maintain a fit and vital force, capable of fighting battles and winning wars; and to compensate service members where their disability from the Air Force or aggravated by the Air Force caused the termination of their military service. The physical evaluation board uses medical info to evaluate the member's fitness; however, the commander's input on how well the member can do their AFSC duties, in both the home station and deployed setting, is incredibly important.

A complete, accurate and fully documented case file is the foundation for fair and equitable disability evaluation. One of the goals of the Integrated Disability Evaluation System is to ensure each member's case is properly documented, fairly presented, and fully considered by all elements of the disability evaluation system. Medical and disability evaluation through the MEB and physical evaluation board processes could be one of the most significant events in the life of an Air Force member who incurs a disabling injury or illness. Little Rock AFB has two physical evaluation board liaison officers to assist during this process.

There are several reasons for a board: Member is diagnosed with a chronic condition, member reached optimal medical health benefit for a condition (meaning the provider does not feel the member is going to get any better), member has been on profile restricting him/her from their AFSC duties and/or mobility for the same or related condition for a cumulative of 12 months, etc. If a member has an approved date of separation, they are still boardable. Failure to pass a physical training test is not a boardable cause.



Leasa Schack, 19th Medical Group Lead Physical Evaluation Board Liaison Officer, and Airman 1st Class John Schwanderlik, assistant PEBIO, review a medical examination board case April 19 at Little Rock Air Force Base. The purpose of the MEB is to maintain a fit and vital force.

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# BIOENVIRONMENTAL ENGINEERING FLIGHT

The Bioenvironmental Engineering (BE) flight develops plans and implements activities as part of the 19th Medical Group's preventive health program as well as maintaining compliance with local, state, Air Force and federal occupational health mandates. Major BE activities focus on assessing health risk in the areas of industrial hygiene, radiation protection, environmental protection and readiness. Additionally, the flight initiates, directs, conducts and reports on all health and safety activities to the base populace, as well as state and federal regulators as required.

The industrial hygiene program is a critical portion of the "Team Aerospace" preventive health and occupational medicine mission for both home station and deployed operations via various industrial work facility routine assessments. During these periodic assessments, assigned personnel will survey workplaces, collect required employee data, determine workplace monitoring requirements, and perform limited or extensive sampling

based on nature and condition of the work environment. The collection of industrial hygiene data related to noise, ionizing and non-ionizing radiation, industrial ventilation, air quality, ergonomics and thermal stress is performed to assess degree of hazard and recommend corrective actions.

BE provides respiratory protection fit testing and training for industrial worksites. Additionally, the BE team documents these hazards within a DOD electronic database to capture the industrial worker's longitudinal health record.

The radiation protection program ensure areas with radiological hazards are monitored by surveying facilities, monitoring radioactive materials and overseeing safe operations for ionizing and non-ionizing radiation industrial work facilities. BE ensures all federal requirements are met. It is also the responsibility of the BE flight, as the installation's radiation safety officer, to monitor radiofrequency radiation sources and investigate suspected overexposures.

The environmental health program consists of evaluating drinking water quality, swimming pools and public bathing areas. The program also includes identification and evaluation of potential pollution sources when there is a suspected or known health risk to base personnel. BE works closely with the Civil Engineer environmental office on the investigation of chemical spills and other environmental releases to ensure they are evaluated by collecting samples and necessary corrective actions are coordinated with Air Force agencies and the Arkansas Department of Health.

The readiness program ensures that the BE flight is able to provide their emergency response role. All flight members are part of the installation hazardous materials response team, and are able to respond at a moment's notice to provide recommendations and health threat assessment to the incident commander. BE teams work with CE emergency management personnel to provide technical assistance and guidance to emergency

operation center personnel, and the capability of detecting a wide spectrum of chemical, biological, radiological, nuclear and explosive materials. A key BE skill in readiness is the ability to advise on decontamination procedures for medical personnel, patients, equipment and facilities. This is also done by providing training, advice, and guidance for both medical and non-medical personnel in the medical aspects of defense against CBRN. BE ensures base Airmen are prepared for operations in a CBRN environment by providing required fit testing for gas masks. Additionally, assistance to the medical treatment facility commander may be required in the medical aspects of CBRN.

In any emergency situation, BE response members apply their routine occupational health principles of analyzing and controlling hazards to protect the health of the public and other emergency responders. For more information on BE programs, call 501-987-7398.

# IMMUNIZATION CLINIC

The 19th MDG Immunization Clinic is working hard to keep Little Rock AFB members fit to fight by providing immunizations as the first line of defense for preventive health care. We offer vaccinations to prevent disease and infection from a host of illnesses that are known exposure risks in our worldwide theaters of operation. To contact the immunization clinic directly please call 501-987-7312/2927. Regular hours are Monday through Friday from 7:30 a.m. to 11:30 a.m. and 12:30 to 4 p.m. for all eligible beneficiaries on a first-come, first-served basis. All active duty members will take precedence during these hours. Hours may be adjusted during exercises, heavy deployment times, mass flu lines, etc.

Pre-deployment processing days are Tuesdays and Thursdays 8 a.m. to 4 p.m. in conjunction with public health medical out-processing; this may cause longer wait times for non-deployers and dependents during these days/hours.

Yellow fever vaccinations will be scheduled by the immunizations clinic due to availability of vaccine. TB skin tests (PPD) are offered every week day except Thursday (and Friday if the following Monday is a holiday). Flu vaccinations are offered annually when the vaccine becomes available and will be administered until supply runs out or vaccine expires. Flu shots are mandatory for active-duty personnel and optional for civilian employees. Well-baby shots for infants and children are provided on a walk-in basis Monday through Friday 7:30 a.m. to 4 p.m.

Advertising supplement to The Combat Airlifter



U.S. AIR FORCE PHOTO BY AIRMAN KEVIN SOMMER GIRON

U.S. Air Force Staff Sgt. Ryan Duckett, 19th Medical Operations Squadron immunization technician, inventories vaccines April 19 at Little Rock Air Force Base. The 19th MDG Immunizations Office provides support to service members, Guard, retirees, Reservists and their dependents to keep them fit to fight.

# HUMANA MILITARY HEALTHCARE SERVICES

*NOTE: Humana is no longer providing walk-in services at the 19th Medical Group.*

**TRICARE Self-Serve:** Resources for service provided through a variety of convenient Internet options and toll-free call centers. The DOD has developed an outstanding web site to provide you the most up-to-date source of information. You may access this site at [www.tricare.mil](http://www.tricare.mil). Links to all TRICARE regions, military treatment facilities, and the TRICARE contractors can be found on this web site. You will also have access to the TRICARE Policy Manual and can search for answers to most of your TRICARE questions. Call the TRICARE call center 24 hours a day, 7 days a week at 1-800-444-5445 to speak with a call center representative. If you have medical questions, your primary care manager or his/her nurse will provide you with personal assistance.

Find TRICARE information on the web: Getting TRICARE information is now easier than ever! Visit the Humana Military Health care Services (HMHS) web site at [www.humana-military.com](http://www.humana-military.com) and you will find important addresses, telephone numbers, and answers to frequently asked

questions. You will also have access to the HMHS provider directory to assist in locating physicians, specialists, hospitals, and network pharmacies in your area. This directory is updated weekly.

HMHS provides secure Internet access to your TRICARE account. By signing up for access at [www.humana-military.com](http://www.humana-military.com), you can review your referral authorizations, claim status, enrollment and eligibility. Each beneficiary over age 18 must create their own secure login.

**Reasons to Enroll in TRICARE Prime:** When you enroll in TRICARE Prime, you are choosing a high-quality, cost effective and convenient health care plan. TRICARE Prime emphasizes your patient's rights as a customer of the DOD health care system. The unique features of TRICARE Prime include expanded benefits, reduced out-of-pocket costs, and no deductibles. There are many additional reasons to join TRICARE Prime, including: individualized care, a quality provider network, timely access to care, minimal paperwork, and priority care at military treatment facilities. You will also have 24-hour access to your primary care manager.

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U.S. AIR FORCE PHOTO BY SENIOR AIRMAN HARRY BREXEL

U.S. Air Force Maj. Julie Hanson, 19th Medical Operations Squadron women's health provider, talks about the NuvaRing to a patient on April 19 at Little Rock Air Force Base. Counseling services offered by the clinic include, but are not limited to, family planning, preconception, contraceptive services and menopausal issues.

# WOMEN'S HEALTH CLINIC

Women's Health (gynecology) services are offered at the 19th Medical Group in both the women's health and family health clinics. Women's Health nurse practitioners provide services and counseling in the women's health clinic. Physicians, physician assistants and nurse practitioners provide services in the family health clinic. In addition to annual gynecological exams, the following services are offered: evaluation and treatment of abnormal pap smears (colposcopy), initial infertility evaluations, evaluation and treatment of abnormal vaginal bleeding, vaginal infections and sexually transmitted diseases. Counseling services offered include, but are not limited to, family planning, preconception, contraceptive services and premenopausal/menopausal issues including hormone replacement therapy. Some limited procedures may be available depending on expertise of the assigned provider and availability of resources.

Active duty-members and non-active duty TRICARE Prime enrollees may be seen in either the Women's Health or Family Health clinics. Appointments may be made by calling the appointment line at 501-987-8811, 7 a.m. to 4 p.m Monday through Friday (except holidays/training days).



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