

My Guide to

Better Health Altus Medical Group



WELCOME

THE ALTUS MEDICAL GROUP IS HERE TO TAKE CARE OF YOU.



We are proud to serve you as one of our TRICARE-eligible beneficiaries, which include active-duty service members, retirees, and their families throughout Southwest Oklahoma. Your health care team includes 150 care team members across 9 clinics.

As a TRICARE facility, we want you to know that we are committed to providing you high-quality, high value health care that is responsive and respectful of your needs and choices. Whether you need to set an appointment, receive post-procedure follow-up, or provide feedback, our skilled professionals are here to assist you every step of the way.

At the Altus Medical Group, we understand that maintaining your health can be challenging, especially in a rural community. That's why our integrated health care system is designed to make it smooth for you to access the care you need.

Our facility offers specific health care services, which vary by beneficiary category, with significant reliance on the TRICARE network. Most specialty care requires a referral to the TRICARE network, often including off-base travel to communities such as Lawton, OK or in some cases, Oklahoma City, OK. Our skilled professionals are dedicated to working with you to develop a personalized care plan that meets your unique needs and goals.

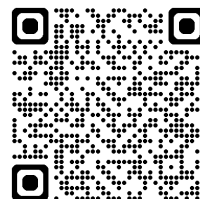
In this guide, we will provide you with the information you need to confidently navigate our health care system and the TRICARE network. From refilling a medication to receiving emergency care, our dedicated and skilled professionals look forward to serving you.

So, whether you are new to the Altus Medical Group or have received care here for years, we encourage you to take advantage of all the resources available to you. We welcome your feedback anytime to understand better and respond to your needs.

Get in touch with us via the Joint Outpatient Experience Survey (JOES), Interactive Customer Evaluation (ICE) application, speak with our Patient Advocates, or leave us a comment card during one of your visits.

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WE ARE HERE TO CARE FOR YOU!

KEEPING YOUR DEERS UP-TO-DATE

Your DEERS account is where you need to update all of your personal information to ensure your TRICARE eligibility stays up to date for you and your family! Keep your information updated as your life changes to maintain your TRICARE benefits. Your address and contact information in DEERS is what goes into your electronic health record. Please ensure your address and phone number are correct in DEERS so we can contact you. Go to <https://idco.dmdc.osd.mil/idco/> to make changes and check currency.

DELIVERING CARE ANYWHERE

TRICARE benefits are the same regardless of where you live, but there are two U.S. regional contractors. TriWest Healthcare Alliance administers the benefit in the West Region; and Humana Military administers the benefit in the East Region. Decide which is right for you and explore health plan options online today.

NAVIGATE YOUR HEALTHCARE JOURNEY

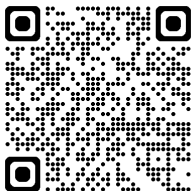
As you navigate your journey as a TRICARE-eligible patient, one of your first steps is to enroll to a Primary Care Medical Home (PCMH) before making your first medical appointment. Call TRICARE at 1-888-TRIWEST (874-9378) to enroll with us today.

LOCATING A FACILITY

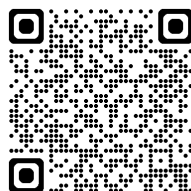
Altus MDG is in the TRICARE West Region managed by TriWest Healthcare Alliance. Use the [TriWest provider directory tool](#) to see what options you have for care. For additional TRICARE assistance, contact our Patient Services team at 580-481-5382.



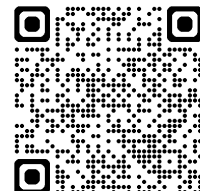
Creating a DS Logon



TriWest Provider Directory



DEERS ID Online



EFFORTLESS PRIMARY CARE APPOINTMENTS

Once enrolled in your PCMH, our providers will work with you in a team-based approach where providers and patients partner together to focus on preventive care that includes health screenings, immunizations, and chronic care management.

SWIFT APPOINTMENT BOOKING

Our Appointing Center is your first point of contact when arranging health care appointments. To book your primary care checkups, sick visits or immunization appointments, give us a call to find a time that works for you and your PCM team. For specialty appointments, you will require a referral. To learn more on specialty care at Altus, go to page 16 of this guide.

SELF-BOOKING VIA PATIENT PORTAL 24/7

If you would prefer to book your primary care appointment online, the MHS GENESIS patient portal is your one-stop shop for booking appointments online. More about MHS GENESIS is on the next page including information about how to access your patient portal.

To enroll at our facility

Call TRICARE at 1-888-874-9378

Or scan:



SELF-BOOKING VIA PATIENT PORTAL 24/7

If you would prefer to book your primary care appointment online, the MHS GENESIS patient portal is your one-stop shop for booking appointments online. More about MHS GENESIS is on the next page including information about how to access your patient portal.

TDY FAMILIES

If you are at Altus AFB for 30 days or more and need specialty care, please contact TRICARE (1-888-874-9378) immediately upon arrival. If you encounter issues, contact our patient services team at 580-481-5382.

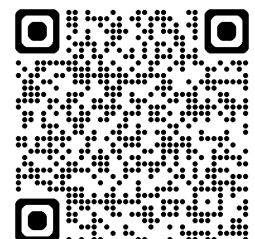


**MHS GENESIS
PATIENT PORTAL**



WEST REGION

Telehealth virtual on-demand urgent care and behavioral health care.



MHS GENESIS PATIENT PORTAL

Upon being registered for the MHS GENESIS Patient Portal, you will have 24/7 access to view health records, schedule appointments with your PCM, complete pre-visit questionnaires, see your lab and radiology results, communicate with your primary and specialty providers, order prescription refills, and access a health information library.

The MHS GENESIS Patient Portal connects you to your health information and care team. Access the link or scan the QR code to register/logon to the patient portal.



COMMUNICATING WITH YOUR PROVIDER

You can confidentially communicate with your provider via the MHS GENESIS Patient Portal about any non-urgent health care needs. It's as easy as email but incorporates stronger security to ensure your privacy. Even if your primary care provider is away, your messages will go to their team. TDY families at Altus AFB are also authorized to use this tool.

AGE GROUP PORTAL ACCESS

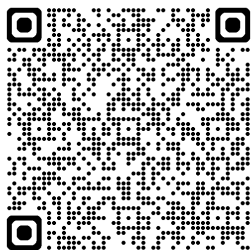
You can control access to your health care and you may choose to allow other individuals access to your patient portal. You can grant or remove access on the DS Logon page by selecting "Change Relationships." You can also grant and remove an individual's access to your medical information through DEERS/DMDC. If you're under 18, you will have different portal access and requirements.

- **Ages 18+:** If eligible, may create their own DS Logon account and be able to access the patient portal.
- **Ages 0-12:** Only sponsors, parents, or guardians (proxies) are granted access to a child's records.
- **Ages 13-17:** Only sponsors, parents, or guardians are granted access to a limited set of the teenager's records such as appointments, secure messages, immunizations, and allergy information. Sensitive clinical information is restricted from view in accordance with State Laws and the Health Insurance Portability and Accountability Act (HIPAA).

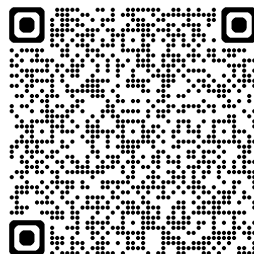
Beneficiaries with special health care needs: Proxies may be granted access in accordance with DOD guidelines.

MHS GENESIS HELPFUL VIDEOS

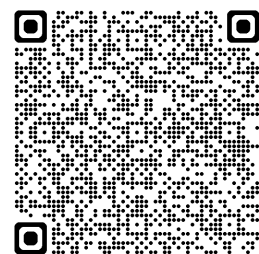
How to Cancel an Appointment



How to Make an Appointment



Finding your Healthcare Provider



MY MILITARY HEALTH

My Military Health is our newest care model focused on placing the person at the forefront of care, while being enabled by new technology! It focuses on delivering care that is more convenient, flexible, and personalized, using the technology to improve your experience. With My Military Health, you can enjoy a more satisfying health care experience, where and when you need it.

What can you expect?

- ◇ More Flexibility: Improved scheduling options to fit your busy life
- ◇ Better Access: Easier connections to the care you need, when you need it.
- ◇ Focused Care: Allowing your providers more time to dedicate to your individual health concerns.

SCHEDULED VIRTUAL VISITS

My Military Health Scheduled Virtual Visits is a new, convenient way to connect with your healthcare team from the comfort of your home or another location that works for you.

To participate in a virtual video visit, you'll need a smartphone, tablet, or computer with video and audio capabilities, as well as a stable internet connection. If you don't have access to this technology, phone appointments are still available, and in-person appointments can be scheduled as needed. Your care team will document all virtual visits in your MHS GENESIS record, and there's no limit to how many virtual appointments you can have.

How do Scheduled Virtual Visits work?

1. Schedule: Book your appointment by calling your clinic or using the MHS GENESIS Patient Portal. You'll receive a confirmation and a session link 72 hours beforehand.

2. Location: Find a private, quiet space where you can comfortably discuss your health.

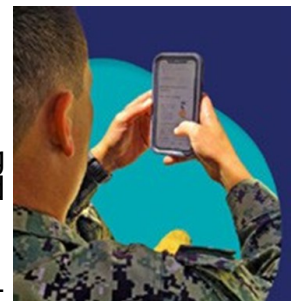
3. Device and Connection: Use a device with audio and video, and ensure you have a strong internet connection.

4. Check In: Join the session 15 minutes early via the link (text/email) or the Patient Portal to complete check-in with staff.

5. Be Prepared: Come ready to discuss your health questions and concerns!

Note: When a scheduled virtual visit is made for children, they must be present at the time of the appointment.

myMILITARY
HEALTH  Scheduled
Virtual Visits



VIRTUAL EDUCATION CENTER



Health and medical information available at home and on the go!



Access to more than 50,000 education resources covering 60 medical topics.



This valuable resource is available to all patients and providers.



www.health.mil/VEC

A LIBRARY FOR YOUR HEALTH AND WELLNESS NEEDS



VIRTUAL EDUCATION CENTER
Educated Patients. Better Health.

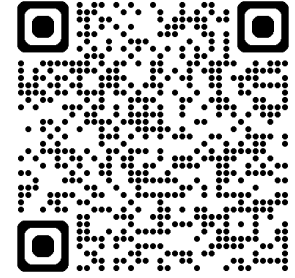


<https://vec.health.mil/>

EXCEPTIONAL FAMILY MEMBER PROGRAM

What is EFMP?

The Exceptional Family Member Program is a mandatory program designed to support military families with special medical or educational needs. Each branch of the military has its own EFMP and enrollment process, but the goal is the same: to ensure family members receive the care and support they need while factoring those needs into the service member's assignment process.



Who Should Enroll?

Enrollment in EFMP is required for active duty family members who have been diagnosed with:

- Medical conditions requiring specialty care (e.g., asthma, diabetes, developmental delays, genetic disorders, mental health conditions, etc.)
- Educational needs requiring special accommodations, such as an Individualized Education Program or 504 Plan.
- Physical disabilities that require assistive technology, wheelchair accessibility, or adaptive equipment.

EFMP enrollment does not negatively impact a service member's military career. The program's purpose is to ensure families are stationed where the necessary medical and educational resources are available. Sponsors remain deployable according to the needs of their service.

EFMP Medical

EFMP-M works with the assignments branch at Air Force Personnel Center, and with installation personnel to provide comprehensive and coordinated support for families with needs. EFMP-M assists with:

- Enrollments
- Disenrollments
- EFMP Reassignments
- Family Member Travel Screening Process with PCS.

Contact Altus AFB EFMP-M by calling 580-481-5542.

EFMP Support Services

EFMP Family Support Services are available at military installations and serve as the main point of contact for EFMP-related resources. The Family Support team connects families to:

- Military & Community Support Services
- Special Education & Medical Resources
- PCS & Relocation Assistance
- Respite Care & Advocacy Services

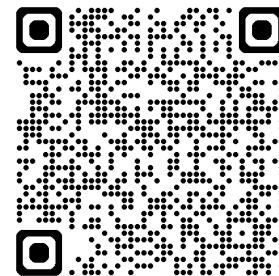
Contact Altus AFB EFMP by calling 580-481-6761.

For families stationed overseas, additional support is available through the [TRICARE Area Office Director](#); select the menu option for overseas support.

ACTIVE DUTY PRIMARY CARE CLINICS

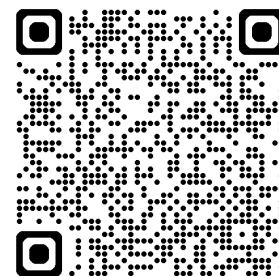
WARRIOR MEDICINE

This clinic sees active duty military personnel not on flying status. Appointments may be booked on the [MHS GENESIS Patient Portal](#) or by calling the clinic directly at 580-481-5230. The clinic does not have sick call. For acute illness/symptoms, call to be triaged and the clinic will determine if walk-in or same day care is necessary. Non acute communications with your care team may be conducted on the Patient Portal 24/7/365. Search for the clinic name and provider by first typing "Altus."



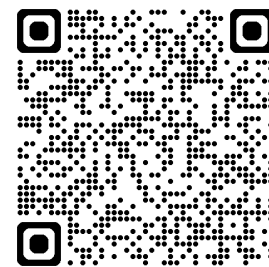
FLIGHT MEDICINE

This clinic sees active duty military personnel on flying status. Appointments may be booked on the [MHS GENESIS Patient Portal](#) or by calling the clinic directly at 580-481-5230. The clinic does not have sick call. For acute illness/symptoms, call to be triaged and the clinic will determine if walk-in or same day care is necessary. Return to fly is conducted daily—call the clinic to determine if walk-in is necessary. Non acute communications with your care team may be conducted on the Patient Portal 24/7/365. Search for the clinic name and provider by first typing "Altus."



BASE OPERATIONAL MEDICINE CLINIC

The Base Operational Medicine Clinic is the hub for medical readiness at Altus AFB, serving active duty service members only. The BOMC manages all medical readiness programs, evaluations, and clearance to ensure Airmen are fit for duty, deployment, and career transitions. For assistance, contact the clinic at 580-481-5230 or on the [MHS GENESIS Patient Portal](#). All clearance paperwork/forms should be submitted using the Patient Portal.

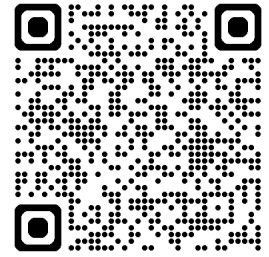


Your Individual Medical Readiness Action List in [ASIMS](#) will display overdue medical requirements. For more information, select the 'Action List Help' link within [ASIMS](#).



NON ACTIVE DUTY PRIMARY CARE CLINCS

FAMILY HEALTH

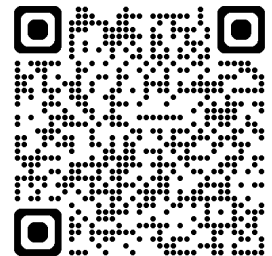


This clinic provides primary care services to non active duty TRICARE Prime beneficiaries age 13 and older. Book appointments online via the [MHS GENESIS Patient Portal](#) or call the appointment line at 580-481-5235 to schedule routine and acute care visits.

For urgent medical issues that require attention within 24 hours:

- ◆ If no same-day appointments are available, call the MHS Nurse Advice Line at 800-874-2273, Option 1, or use web/video chat with a registered nurse.
- ◆ Visit a TRICARE-approved Urgent Care Center off base with recommendation from the MHS Nurse Advice Line.

PEDIATRICS



Altus Medical Group is committed to supporting the healthcare needs of our community, including Active Duty Family Members and Family Members of Retirees. While there may be times when a pediatrician is not immediately available at our clinic, we have processes in place to ensure continuity of care for your family.

During such periods, our Medical Group clinical teams will assist by generating primary care referrals, allowing patients to receive pediatric care through trusted local providers, such as Jackson County Memorial Hospital Pediatrics. These referrals are typically valid for a 180-day period. To initiate this process, patients must engage with our appointing system or send a secure message through the MHS GENESIS Patient Portal to communicate their healthcare needs.

Our pediatrics clinic remains available to support you, with nurses and staff ready to address your concerns. In some cases, we may be able to meet your needs directly without a referral. However, when a referral is necessary, we will guide you and your family through the process to ensure you receive the care you need.

Please note that pediatric patients remain enrolled with the Altus AFB clinic, and no action is required to transition enrollment to an external provider. Requests to transfer enrollment to a pediatrician outside the Military Treatment Facility will not be approved for patients using the TRICARE Prime Benefit. Active Duty Family Members using a primary care referral will not incur premiums or cost-shares. However, Retiree Family Members may be subject to cost-shares for care received outside the Military Treatment Facility.

For detailed guidance on navigating your family's pediatric care, please refer to our Pediatric Care Reference Guide, accessible via the QR code provided. We are here to support you every step of the way.



PEDIATRICS CARE REFERENCE GUIDE



Do not call MDG or JCMH Pediatrics for life threatening emergencies - proceed to the nearest emergency department

In the absence of a Pediatrician at the Altus Medical Group, pediatric beneficiaries will have multiple alternative options to seek care. The options for care will vary based on whether the patient has an acute need.

Care Needed Within 24 Hours

Ex: Cough, Cold, Fever, Rashes, Non-Emergent Physical Injuries

During Business Hours

call MDG appointment line to be triaged – staff will book directly to virtual encounter or send to urgent care

Over-the-Counter Medication

Call/visit MDG Pharmacy for OTC medication options (age restrictions by Rx)

After Business Hours:

Contact MHS Nurse Advice Line or utilize Telehealth Options – Doctor on Demand and Teladoc. Follow site instructions to establish profile and use without referral. See pages 14

Care Needed Beyond 24 Hours

Ex: Wellness/Newborn Exams, Physicals, Chronic Care Mgmt, Referrals, Medication Mgmt

Call/Secure Message MDG 1st

Referral will be submitted to JCMH Pediatrics—it is a 3 business day turnaround to receive in TRIWEST patient account and faxing to JCMH Pediatrics.

If Not Contacted Within 3 Days

Call JCMH Pediatrics to schedule visits: 580-379-6100



Appointment Line: 580-481-5235

Pharmacy: 580-481-5258

Nurse Advice Line: 800-874-2273

Note: It remains important that families of newborns contact us at 580-481-5382 to get registered in MHS GENESIS. Referrals cannot be approved until that occurs.

TDY MEMBER AND FAMILY NEED-TO-KNOWS

As a TDY member and/or family, navigating your healthcare can be difficult when in a new and temporary location. First, if you are on orders and at Altus AFB for 30 days or more and will need specialty care, it is important that you enroll to the MTF. This will allow our team to submit referrals and assist you with your care journey.

To enroll at our facility

Call TRICARE at 1-888-874-9378

Or Scan:

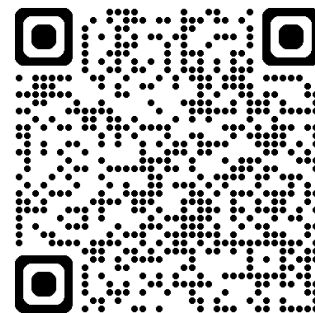


ONCE ENROLLED, CALL US ABOUT YOUR CARE NEEDS

Call our appointing center or leave a secure message via the [MHS GENESIS Patient Portal](#). One of our administrative or nursing staff members will contact you back and provide advice, whether that be appointments at the MTF, referral orders, general medical support, or other administrative processes.

NEW PARENT SUPPORT PROGRAM (NPSP)

Many TDY families have young children or experience growth in their family while temporarily located at Altus AFB. The NPSP can provide you with personalized guidance, resources, and encouragement to help you navigate parenthood with confidence. Call us at 580-481-1359 to start receiving personalized assistance today!



Who is Eligible?

- Expectant parents (including those adopting or fostering)
- Parents and caregivers with children under age 3
- Active duty service members, their spouses, and family members, DOD ID card holders (Retirees may be eligible for specific support services; please inquire)

Our specialized nursing staff conducts home visits providing education on breastfeeding, sleep environment, child development, sibling dynamics. We also conduct playgroups and have plenty of additional information to provide you as you navigate this journey.

EMERGENCY SERVICES



As a military health beneficiary, you do not need a referral before going to an emergency department. A medical emergency is defined as a threat to life, limb or eyesight. If a medical emergency presents, go directly to Jackson County Memorial Hospital Emergency Room (1200 E. Pecan Street, Altus) to seek emergency care. If you are away from the Altus area, visit the nearest hospital. Contact your Primary Care Manager (PCM) within 24 hours so they may document the event and assist with coordination of care.

Jackson County Memorial Hospital

Phone: (580) 379-5000

Website: <https://www.jcmh.com/>



988

SUICIDE
& CRISIS
LIFELINE

*If you or someone you know
is struggling or in crisis, call
or text 988 now.*

Call 911

*If you have a
life-threatening medical
emergency.*

URGENT CARE & MHS NURSE ADVICE LINE

URGENT CARE SERVICES

Altus Medical Group is able to meet most urgent care needs, but does not have care available beyond 4:30 P.M. The nearest urgent care is located at Xpress Wellness Urgent Care. If not in the local area, use the [TriWest Provider Directory](#).

Dependents and retirees may visit urgent care facilities at any time without a referral. If it is a life-threatening emergency, do not go to urgent care; proceed to nearest emergency room or dial 911. Dependents and retirees may also use virtual/video-based urgent care services available through TriWest via QR code provided below. This is a great resource for non-emergent treatment when local Urgent Care Centers are closed and to save against time spent in crowded waiting rooms. Use the QR codes below to set up an account and begin using these resources.



📍 416 N Main, Altus, OK 73521

☎ 580-379-0325

✉ altus@xpwell.com

🕒 Mon - Sat 8am - 8pm

Sun 1pm - 7pm



There are numerous telehealth options available in the state of Oklahoma for Urgent Care and Mental Health. Use the QR code here to navigation to the TRICARE West Region telehealth urgent care options and avoid that hours-long wait at the Urgent Care Center or Emergency Department once Urgent Care closes.

Prior to seeking urgent care at non-military urgent care centers, active duty service members must receive prior authorization, or be responsible for any costs incurred. To receive authorization, first contact your PCM clinic or if on a non-duty day, contact the MHS Nurse Advice Line. Active duty on flying status must contact Flight Medicine within 24 hours at (580)481-5230.

MHS NURSE ADVICE LINE

The MHS Nurse Advice Line (NAL) is free and available 24 hours a day, 7 days a week. You will speak to a registered nurse who can help you decide if you should see a health care provider or if self-care at home is appropriate. If an appointment is needed, the NAL will assist with finding and scheduling the right appointment. The NAL is unable to renew prescriptions, order tests, labs or radiology studies, so you must contact your provider to renew prescriptions, labs, and radiology orders. The NAL is available at 800-874-2273, Opt. 1 or by video/chat at mhsnurseadvice.com.



SPECIALTY CARE AND REFERRAL MANAGEMENT

SPECIALTY CARE

Altus Medical Group has limited specialty care available within the facility. The majority of specialty care will be referred to a TRICARE Network Provider located off-base. The facility has the following specialty services with some of those services limited to certain beneficiary categories.

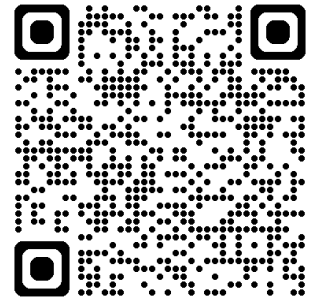
- [Immunizations](#) - All TRICARE Beneficiaries
- [Mental Health](#) - Active Duty Service Members
- [Optometry](#) - Active Duty Service Members
- [Public Health](#) - All TRICARE Beneficiaries

REFERRAL MANAGEMENT

Specialty care not available at the MTF will be processed by the Referral Management Office and sent to a TRICARE network provider.

You must log in to the [TriWest Beneficiary Portal](#) to access your referral:

- ◆ View and print your authorization letter, which includes contact information for your approved provider.
- ◆ Network providers may not contact you. Authorization letters are no longer mailed to home addresses unless specifically requested. The standard for scheduling an initial routine specialty care appointment is 28 days.



You can also sign up to receive text or email alerts about the status of your referral. Visit [TRICARE West](#) and click on "Beneficiary" under the "Register" tab.

For assistance with your authorization, contact TriWest Customer Service at 888-874-9378, Monday-Friday, 9 a.m. to 7 p.m. If unsuccessful, contact the MTF Referral Management Office.

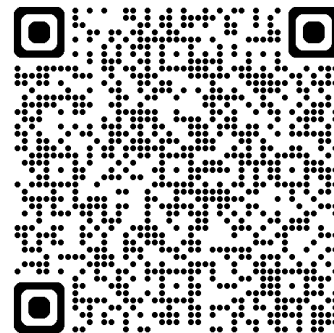
For questions, contact the Referral Management Office at 580-481-5382 or message on the [MHS GENESIS Patient Portal](#), search "Altus Referral Management Center."

**TRICARE OPERATIONS &
PATIENT ADMINISTRATION**

PATIENT TRAVEL REIMBURSEMENT

Approximately 50% of specialty care referrals ordered by Altus Medical Group providers require travel of 50 miles or more. TRICARE Prime Beneficiaries are eligible for reimbursement of travel in the following situations:

- ◆ Active Duty may be reimbursed for any travel distance determined by the distance from the Altus MDG or the off-base Primary Care Manager's (PCM) address (if enrolled off-base)
- ◆ Non-Active Duty TRICARE Prime patients may receive reimbursement if the travel distance from the PCM address is greater than 100 miles (one-way)
 - ◆ Active Duty members accompanying family members under age 18, or greater than age 18 (with a non-medical attendant (NMA) memo from the patient's PCM) may receive reimbursement – must obtain the NMA letter in advance of appointment



Active-Duty members file for reimbursement through the Defense Travel System (DTS): <https://dtsproweb.defensetravel.osd.mil/>.

Active-Duty members may file in DTS on behalf of dependents.

Non-Active Duty members may bring supporting documents to the Referral Management Center (building 46). The Patient Travel team will assist the patient with filing. Please call 580-481-5382 for an appointment or walk in during normal business hours.

The following supporting documents are necessary to file reimbursement:

- ◆ Proof of medical appointment – do not attach clinical notes in DTS (PHI is not authorized in this system) - recommend [DHA Form 126](#) or Explanation of Benefits (EOB) statement
- ◆ Itemized hotel/food receipts
- ◆ Referral authorization number—available via [TriWest Portal](#)

A step by step guide to filing reimbursement is located under patient resources of <https://altus.tricare.mil> and at the QR Code above.



DENTAL SERVICES

ELIGIBILITY AND ENROLLMENT

To be eligible for Dental Care at our facility, you must be an Active-duty Service Member. National Guard and Reserve members must be on active orders for 30 days or more.

SERVICES OFFERED

- Cleanings
- Fillings
- Root Canals
- Oral Surgery
- Periodontal (gum) treatments

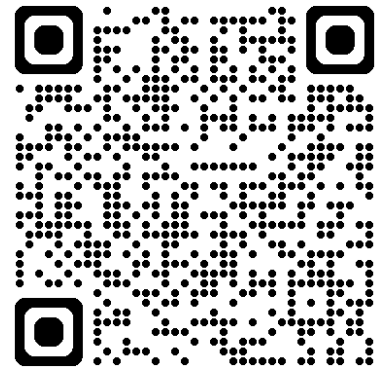


APPOINTMENTS & SCHEDULING

To make an appointment or ask any dental-related questions, please call the front desk at 580-481-5262. Check your Dental IMR dates at <https://asimsimr.health.mil/imr/MyImr.aspx>.

TRICARE ACTIVE DUTY DENTAL PROGRAM (ADDP)

You may be referred to a civilian dentist in the network through the Tricare Active-Duty Dental Program (ADDP). If so, we will coordinate those appointments with you. To find a dentist, search the [United Concordia](#) network. If you're overseas, use the [Find a Dentist Tool](#).



DENTAL EMERGENCIES

For any dental concerns or emergencies, please reach out to us at 580-481-5262. We're here to support your dental health and mission readiness!

NON ACTIVE DUTY DENTAL CARE

Sponsors can enroll through the [Beneficiary Web Enrollment](#) website.

You can [enroll](#) if you're a:

- Family member of an active duty service member
- Family member of a National Guard/Reserve member
- National Guard/Reserve Member who isn't on active duty or covered by the Transitional Assistance Management Program

To find a dentist, search the [United Concordia](#) network.

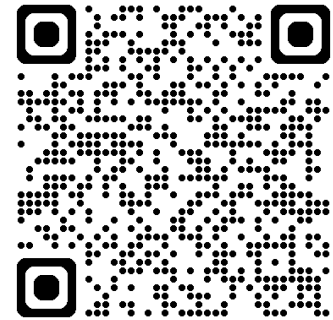
OPTOMETRY

WHO WE SERVE

The Optometry Clinic only provides care to active duty service members, including National Guard, Reserve, and temporary duty personnel on active-duty orders for 30 days or more.

SERVICES OFFERED

- Readiness vision care
- Comprehensive eye exams
- Preventive eye health maintenance
- Sick call/red eye evaluations
- Military entrance processing physical exams
- Glaucoma management
- Medically necessary contact lens services
- Traumatic Brain Injury evaluations
- Excision, medication injection & curettage for eyelid lesions



SCHEDULING

Call the Optometry Clinic at 580-481-5239. One routine eye exam is authorized every 365 days for active duty service members. If appointments are unavailable within 28 days, ask for a referral to off-base care from the Optometry Clinic or your PCM. Please call us for urgent eye concerns such as pain, sudden vision loss, infection, or injury.

CONTACT LENSES

Contact lens exams are not covered by TRICARE. Initial contact lens exam must be done off base at your expense. Contact lens prescription renewal may be provided as a courtesy service when mission permits. Wear your contact lenses to your appointment and bring a copy of your most recent contact lens prescription for review and renewal consideration.

Exception: Active duty aviators may be eligible for the USAF Aircrew Soft Contact Lens Program.

PREPARE FOR OUR VISIT

Please bring military ID, current sunglasses/glasses, most recent contact lens box (if applicable).



MENTAL HEALTH 101

Your mental health and well-being are critical to your overall health. Mindfulness, resilience skills, spiritual fitness, nutrition, and sleep are all critical components to your mental health. Across the Department of Defense, your leaders, social and family support programs, chaplains, non-medical counseling (like Military One Source), and wellness centers exist to help guide you and your family through any difficult time.



Altus MDG Mental Health Clinic (Including Family Advocacy)

Serves: Active Duty, Guard and Reserve on active orders

Phone: 580-481-5376

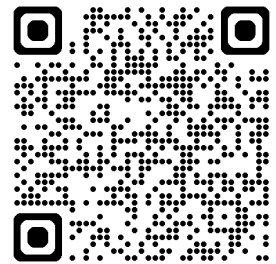
Webpage: <https://altus.tricare.mil/Health-Services/Mental-Health>

Patient Portal Name: Altus Mental Health

Military and Family Life Consultants

◇ Adult: 580-301-1635

◇ Child: 580-693-0135

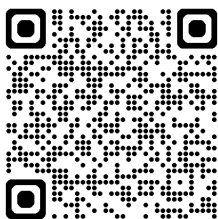


988
SUICIDE
& CRISIS
LIFELINE

Call 911
*If you have a
life-threatening
medical emergency.*

dr. on demand

Virtual on-demand
urgent care and
behavioral health care.



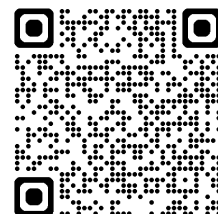
Teladoc[®]
HEALTH

Virtual on-demand urgent
care and behavioral
healthcare.



TELEMYND

Virtual behavioral health
services for beneficiaries
and active duty.



WOMEN'S HEALTH SERVICES

Altus Medical Group navigates comprehensive [women's health care](#), including reproductive health care and gender-appropriate care associated with cardiovascular health, mental health, and musculoskeletal injuries. Our goal is to ensure the health of all women at every stage of life.

WELL-WOMAN EXAM

[Well-woman exams](#) are covered annually for women under age 65. This may include breast exams, pelvic exams, mammograms and Pap smears as needed. TRICARE covers these exams with no cost-share or copayment.

If you are age 65 and older and using TRICARE For Life, you can still get women's preventive screenings—things like breast exams, Pap smears, pelvic exams, and screenings for sexually transmitted infections—but the difference is that Medicare is your primary coverage and TRICARE For Life pays second. So, you'll need to follow Medicare's rules first.



HEALTHY LIFESTYLE FOR CONCEPTION

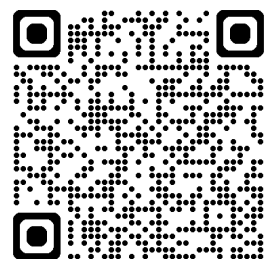
Healthy lifestyles and behaviors can promote conception. If you are trying to conceive, consider talking to your primary care provider about preconception health care to discuss your health history, current lifestyle and behaviors, and medical conditions that could affect fertility and pregnancy.



Altus MDG Women's Health

We don't provide prenatal, pregnancy, or complicated gynecologic services at the Altus Medical Group. However, TRICARE covers these services and we'll refer you to a TRICARE network provider for your care.

For pregnancy care and labor & delivery, referrals are typically made to [Jackson County Memorial Hospital](#) or [Commanche County Memorial Hospital](#)



MOBILE APPS



[Decide + Be Ready](#)



[Deployment Readiness Education for Servicewomen](#)

NEED LAB OR IMAGING? HERE'S WHAT TO DO

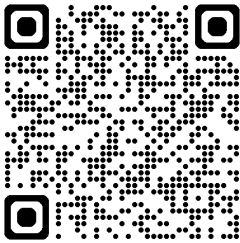
LAB WORK

Altus Medical Group is able to take samples and navigate testing for a broad range of laboratory testing. The Laboratory does not perform tests for patients not enrolled to the clinic due to safety protocols of contacting providers for whom the order was originated. Visit [TRICARE](#) to learn more about covered services.

Patients can access their results via:

- [MHS GENESIS Patient Portal](#)
- Your PCM
- Medical Records Office

Phone: 580-481-5398



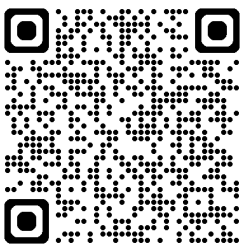
RADIOLOGY

We perform routine diagnostic X-rays on-site to assist in the evaluation of bones, joints, and certain soft tissue conditions. X-rays are provided on a walk-in basis during normal business hours. CT, MRI, Mammography, Ultrasound, fluoroscopy, interventional radiology, radiation oncology, and nuclear medicine exams require referrals to network facilities.

Imaging results will be sent directly to the ordering provider for review. Patients can access their results via:

- [MHS GENESIS Patient Portal](#)
- Your PCM
- Medical Records Office

Phone: 580-481-5268



COUNSELING OPPORTUNITIES

If you are suffering from less complex mental health conditions, you have the option to seek non-medical counseling for confidential help. Non-medical counseling (also known as therapy) is an effective approach to relieve stress from relationship, family, money, and other life changes.

[Military and Family Life Counseling \(MFLC\)](#): Provides free, confidential non-medical counseling to service members, their families and survivors on or near installations.

[Military One Source](#): Provides confidential non-medical counseling to service members and their loved ones with resources and support to address a variety of issues and build important skills to tackle life's challenges. You can visit online, live chat, or call 800-342-9467 24/7/365.

[Military Veterans Crisis Line](#): All service members including National Guard, Reservists, Veterans, and their loved ones can call, text or chat. You do not have to be enrolled in VA benefits or a healthcare plan to connect. Remember: Support doesn't end with your conversation. Responders will connect you with resources that can help when you're in distress. Call 988, Opt. 1, text 838255.

MENTAL HEALTH APPS

DHA Mobility: The Defense Health Agency has several wellness & pain management apps that you can download to your mobile device.

Getting Results in Transition (GRIT): Gain personal insights into emotional well-being, learn about resources to improve individual situations, connect with friends and family, & use as a mechanism for self-awareness and self care.

RealWarriors: Get information & resources including several excellent phone apps such as PTSD Coach, Breathe2Relax, Virtual Hope Box, & Dream EZ.

[DOD Safe Helpline](#): Provides confidential and anonymous crisis support specially designed for members of the Department of Defense community affected by sexual assault. Call 877-995-5247; [chat online](#) or join the [anonymous support group](#).

[Fort Meade Resiliency Services Portal](#): Covers a range of categories including education, behavioral health resources and social and community opportunities for military members, veterans, and their families.

[National Resource Directory](#): Provides a comprehensive directory of services for military members, veterans, and their families.

[inTransition](#): Provides a free, confidential program that offers specialized coaching and assistance for active duty service members, National Guard members, reservists, veterans and retirees who need access to mental health care.

[Psychological Health Resource Center](#): Trained mental health consultants [provide 24/7 support](#) to help beneficiaries access mental health care and local community support. Call 866-966-1020.

[Strong Bonds](#): Provides offsite family and marriage retreats to strengthen relationships and help families manage the pressures of deployment and reintegration.

[Substance Abuse and Mental Health Services Administration](#): A branch of the U.S. Department of Health & Human Services that helps connect individuals to substance use treatment.

SIMPLIFY YOUR PHARMACY EXPERIENCE

ACTIVATE A NEW PRESCRIPTION

Skip the line before coming to the pharmacy with Q-Anywhere*

Otherwise, to activate a new prescription, pull a ticket at the kiosk inside of the pharmacy.

REFILL YOUR PRESCRIPTION

You can request a prescription refill within your MHS GENESIS Patient Portal or by calling the Prescription Refill Line at 580-481-6995. Make sure to have the patient's DoD ID number and the refill prescription number available when calling.

ACTIVATE NEW RX

Q-ANYWHERE

Text "Get in Line" to 833-268-6651. You will be prompted to provide the patient's DoD ID number and names of medications requested. You may also activate online at <https://cxmlink.com/>



REFILL RX

MHS GENESIS PATIENT PORTAL

You can now request refills online! Log in to the [MHS GENESIS Patient Portal](#) and navigate to the Rx Refills tab. Select "Refill Now" on your prescription.



HAVE YOUR REFILL DELIVERED

EXPRESS SCRIPTS

Want your prescriptions mailed to you? [Create an Express Scripts account](#) and ask your provider to submit your prescription electronically to the Express Scripts mail order. Your order will come with free shipping and have an estimated delivery of 2-4 days. You can also register by downloading the Express Scripts app. Otherwise, to activate a new prescription, pull a ticket at the kiosk inside of the pharmacy.



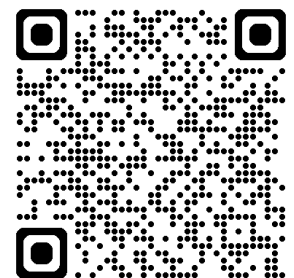
OTC MEDICATION PROGRAM

TRICARE beneficiaries are eligible to participate in the Self Care Over the Counter Medication Program. The medications are for acute use only. Check in at the pharmacy in person to complete the required questionnaire to participate in the program. Medications for tobacco cessation assistance are also available. Talk with the pharmacist for options.

HOURS

Monday-Friday
7:30 a.m. to 4:30 p.m.
Closed on federal holidays and until 1 p.m.
the second and fourth Thursday of each month

Visit us online



EXPRESS SCRIPTS® HOME DELIVERY

SKIP THE LINE!

Want your prescriptions mailed to you? Create an [Express Scripts®](#) account and ask your provider to submit your prescription electronically to Express Scripts Mail Order and get your prescription with free shipping and an estimated delivery of 2-4 business days. You also can register by using the Express Scripts app. To view current coverages, prices, and fill locations for medications, visit the [TRICARE Formulary Search](#).



Scan the QR Code to create an account

90-DAY SUPPLY

Medication Type	Home Delivery
Generic	\$12
Brand	\$35
Non-Formulary (TRICARE specialty medication)	\$68

BENEFICIARY TEXT SERVICES

- Stay informed about your Military Health System
- You can also register by using the Express Scripts App
- With FREE standard shipping, estimated delivery is 2-4 business days
- Ask your provider today to submit your prescription electronically to Express Scripts Mail Order

\$0 COPAY FOR ACTIVE DUTY

- Copays for all others depends on type of medication
- [TRICARE Formulary Information](#)

With the rise of fentanyl, accidental overdose is on the rise and spiked in 2022 with more than 109,000 deaths. To help combat that, we now stock Naloxone, otherwise known as Narcan, in all our pharmacies. And you can get it without a prescription! Call us for more information.

If you or your loved one is struggling with substance abuse, there are many resources you can use on pages 20 and 23. For mental health support, dial 988. For all life-threatening emergencies, please dial 911 or head to your nearest emergency room.

PEDIATRIC SCREENING GUIDELINES



2-3 Days	<ul style="list-style-type: none"> •Well-baby exam •Newborn screen (heel stick) •Maternal depression screen
2 Weeks	<ul style="list-style-type: none"> •Well-baby exam •Newborn screen (heel stick) •Maternal depression screen
2 & 4 Months	<ul style="list-style-type: none"> •Well-baby exam •Scheduled immunizations •Maternal depression screen
6 & 9 Months	<ul style="list-style-type: none"> •Well-baby exam •Scheduled immunizations
12 Months	<ul style="list-style-type: none"> •Well-baby exam •Scheduled immunizations* •Anemia and lead screen (blood test)
15 & 18 Months	<ul style="list-style-type: none"> •Well-baby exam •Scheduled immunizations
24 Months	<ul style="list-style-type: none"> •Well-baby exam •Scheduled immunizations
30 Months	<ul style="list-style-type: none"> •Well-baby exam
3-10 Years	<ul style="list-style-type: none"> •Annual Physical •Well-child exam •Scheduled immunizations
11 Years & Older	<ul style="list-style-type: none"> •Annual Physical •Cholesterol check (9-11 & 17 yrs) •Scheduled immunizations

PEDIATRIC VISION AND HEARING TESTS

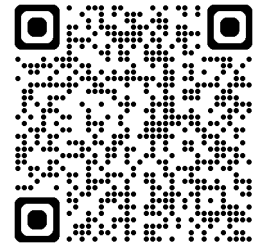
Vision: Recommended yearly at ages 3-10 (except ages 7 and 9 unless there are concerns.)

Hearing: Recommended at ages 4, 5, 6, 8, 10, and once between 11-14, 15-17, and 18-21 years old unless there are additional concerns.



ADULT IMMUNIZATION GUIDELINES

We offer bookable immunization appointments on the MHS GENESIS Patient Portal and via the appointment line. Walk-ins are only for deployment required vaccinations.



COVID-19	Primary series and per CDC guidance
Influenza (Flu)	Annually
Human Papilloma Virus (HPV)	Ages 18-45 if childhood series not completed
Meningococcal (MenACWY)	Prior to college or residential living; some colleges require meningitis B vaccine
Pneumococcal (PPSV23 or PCV20 alone)	At age 65 or age 19-64 years with certain underlying medical conditions
Tetanus (Td/Tdap)	Every 10 years
Zoster (RSV)	Can be considered at age 65 but should be discussed with your provider

RECOMMENDATIONS BY AGE AND YEAR

For more information, you may visit the CDC website at

[Adult Immunization Schedule by Age | CDC](#)

HEALTH MAINTENANCE

We and your providers care about you and your loved ones' health! The right plan for your care may differ—make sure you communicate with your care team to find what's right for you. The following guidelines apply to healthy adults in the general population on suggested medical activities and screenings.

CHRONIC CONDITION SCREENING

Abdominal Aortic Aneurysm

- Males age 65-75 who ever smoked should consider a 1 time ultrasound
- Requires abdominal U.S. order and referral

Depression

- Will be screened at most appointments, please report symptoms at any appointment
- See resources listed in book

Diabetes

- Screening HbA2C lab ages 35-70 with risk factors
- Testing is generally every 3 years
- Annually starting at 40

Hypertension

- Annual blood pressure at age 18 and up
- Annually starting at 40

Osteoporosis

- Bone density testing to prevent fractures recommended for postmenopausal women and all women at age 65+
- Bone density test every 4-8 years
- Requires DEXA referral from PCM

Cardiovascular Disease

- No age related recommendations
- Several tests are available. Talk with your provider about your risk level or symptoms to determine if screening is appropriate for you.
- Check cholesterol once for males at 35 and females at 45 regardless of risk factors
- Check cholesterol levels for those with risk factors in males 25-30 and females 30-35

CANCER SCREENING

- Biannual screening mammography for women age 40-74
- Message or call PCM about ordering/referral

Breast Cancer

- Pap tests every 3 years ages 21-29
- Pap tests every 5 years age 30-65 when normal & performed with negative HPV co-testing
- After age 65 or hysterectomy
- Schedule with PCM or request referral

Cervical Cancer

- Start screening age 45—multiple options
- Colonoscopy every 10 years preferred, referral to GI required
- Flexible sigmoidoscopy every 5 years is an option, referral to GI required
- FIT-DNA every 1-3 years, lab order from your PCM or provider is required

Colorectal Cancer

- Recommended for those age 50-80 who have smoked 20 pack years (1 pack per day for 20 years or 2 packs per day for 10 years), talk to your provider
- Requires low dose CT referral order

Lung Cancer

- Oral and pharyngeal cancers should be screened for annually starting around age 18
- If using tobacco products, screening should begin at the age of first use

Oral Cancer

- Consider testing between ages 55 and 69
- Risk based decision in discussion with provider or starting at age 40 for men of African descent or with prostate cancer in a primary relative

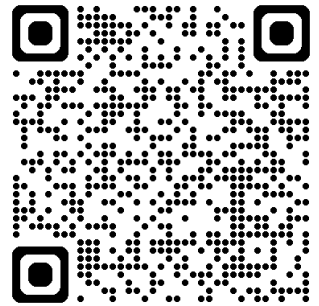
Prostate Cancer

- Annual full body skin exam starting at age 50 with risk factors.
- A referral is required if you need to see a Dermatologist.

Skin Cancer

PUBLIC HEALTH

Our team safeguards the health and well-being of our military community through proactive health programs, disease prevention, and risk management. We support active duty service members, dependents, retirees, and all TRICARE beneficiaries by providing a range of services, promoting a healthy and mission-ready force.



CONTACT US

Contact Public Health at 580-481-5488, message us securely through the MHS GENESIS Patient Portal at Altus Public Health, or walk into the Public Health Department.

FORCE HEALTH MANAGEMENT

- Deployment Medicine: Medical clearances, pre- and post-deployment health assessments, and readiness tracking.
- Occupational Health: Monitoring workplace health risks, conducting health risk assessments, and ensuring compliance with safety standards.
- Hearing Conservation: Audiometric testing and education to prevent hearing loss in high-risk environments.
- Fetal Protection Program: Assessing workplace hazards to ensure the safety of pregnant service members.
- Medical Employee Health Program: Health surveillance for medical personnel to ensure a safe work environment.

COMMUNITY HEALTH

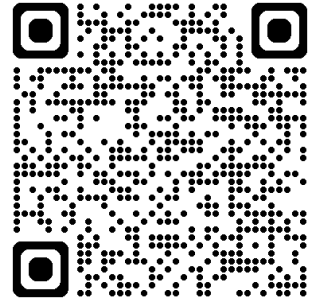
- Communicable Disease Surveillance & Control: Monitoring, investigating, and controlling the spread of infectious disease
- Medical Entomology (Vector Surveillance): Identifying and controlling disease-carrying insects (e.g., mosquitos, ticks) to prevent vector-borne diseases
- Food handler training for base personnel
- Routine inspections for food facilities to ensure proper sanitation
- Foodborne illness investigations
- Public Facility Sanitation: Health and safety inspections and public area, including child care facilities, gyms, and recreational spaces



BIOENVIRONMENTAL ENGINEERING

OUR MISSION

Bioenvironmental Engineering ensures the health and safety of Air Force personnel, their families, and the surrounding community by identifying, assessing, and controlling occupational and environmental health hazards. BE plays a critical role in supporting mission readiness by promoting safe working environments and providing expert health risk assessments.



WHAT WE DO

BE provides occupational and environmental health services for Altus Air Force Base, focusing on:

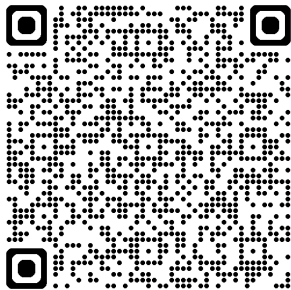
- Occupational Health
- Environmental Health
- Radiation Safety
- Emergency Response
- Deployment Readiness
 - We perform protective mask fit testing for deploying service members, members PCSing overseas, personnel attending CBRN training through Emergency Management
 - Fit testing is performed on a walk-in basis every Thursday in Room 1069 of Building 46 (near the command section of Altus MDG)

CONTACT US

580-481-5494

CONSUMER CONFIDENCE REPORTS—WATER QUALITY

Consumer confidence reports are posted to <https://www.altus.af.mil>. The 2025 Consumer Confidence Report covering calendar year 2024 is published at the QR Code below.



CLINIC DIRECTORY

Alcohol and Drug Abuse Prevention & Treatment (ADAPT):

580-481-5376

Appointing Line

580-481-5235

Bioenvironmental Engineering

580-481-5494

Dental

580-481-5262

Exceptional Family Member Program (EFMP)

580-481-5315 or 580-481-5542

Family Advocacy Program (FAP)

580-481-1359

Family Health/Pediatrics/Allergy and Immunizations

580-481-7082

Flight and Operational Medicine Clinic

580-481-5230

Laboratory

580-481-5398

Medical Network/Fax Results:

580-481-5318

Mental Health

580-481-5376

New Parent Support Program

580-481-1359

Nurse Advice Line

800-874-2273, Opt. 1

Optometry

580-481-5239

Pharmacy

580-481-5258

Public Health

580-481-5488

Radiology

580-481-5268

Referral Management Center

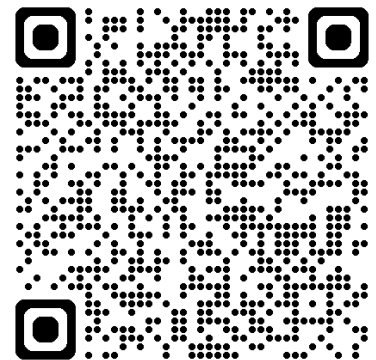
580-481-5382

Warrior and Operational Medicine Clinic

580-481-5230

MHS NOTICE OF PRIVACY PRACTICES

Effective October 1, 2013, this notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully. This Notice of Privacy Practices is required by the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule.



The HIPAA Privacy Rule requires the MHS to:

- Ensure that your PHI is properly safeguarded
- Notify you if we determine that your PHI was inappropriately used or disclosed
- Provide you this notice of our legal duties and privacy practices for the use and disclosure of your PHI
- Follow the terms of the notice currently in effect

When being seen at our facility, you will sign a Notice of Privacy Practices form containing all the information outlined at the QR code above.

MILITARY COMMAND EXCEPTION

HIPAA permits protected health information of Armed Forces personnel to be disclosed under special circumstances. Commonly referred to as the Military Command Exception, covered entities such as military treatment facilities may disclose the Personal Health Information of Armed Forces personnel to command authorities for authorized activities.

These activities include fitness for duty determinations, fitness to perform a particular assignment, or other activities necessary for the military mission. PHI disclosed to military command authorities, while no longer subject to HIPAA, remains protected under the Privacy Act of 1974.

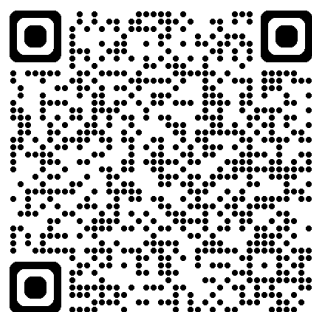
LET US KNOW HOW WE ARE DOING

There are multiple ways to leave feedback about your visit with us. If a JOES Survey is sent, please complete it but also feel free to scan a QR in the exam rooms or as you exit the clinic to leave immediate feedback on your experience.

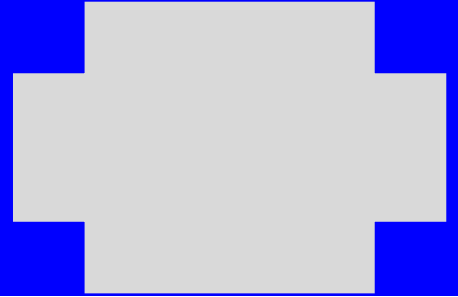


You may receive a text or mailed letter from JOES asking you to provide feedback on your experience. These responses shape how our providers and services make adjustments and improve. Positive responses also result in financial incentives for your Altus MDG which are used to improve services.

We use the Interactive Customer Evaluation (ICE) tool to garner immediate feedback about your experience. Go to <https://ice.disa.mil> and navigate to Altus AFB—Health—and the particular clinic or department you visited to leave feedback. Or scan the QR codes available in the exam rooms or at clinic front desks. We love to receive any feedback to help us improve the quality and reliability of our services.



PREPARING FOR YOUR VISIT



Know Before You Go

A FRIEND OR FAMILY MEMBER

Consider bringing someone with you who can provide moral support and help advocate for you. If unable to bring someone, you may request a chaperone.

ACCOMMODATIONS

If you have a service animal, please register them with the Patient Advocate (580-649-9530) prior to your first appointment. If you need interpreter services or sign language please contact the Patient Advocate to assist with arrangements.

LIST OF QUESTIONS

Come to your visit with a list of prioritized questions for your provider. This will optimize your time with your provider and ensure you leave with all of your most important questions answered. You can use the Discussion Guide on pages 36-37 of this guidebook to start the conversation with your provider.

MEDICAL & IMMUNIZATION RECORDS

Bring any important medical records you have from your previous health care provider. Also bring any recent records from civilian providers to review with your care team. Having a summary document with health history including chronic conditions, medications, immunizations and previous illnesses or surgeries will help guide the conversation with your provider.

PERSONAL IDENTIFICATION

Bring your government-issued photo ID and your military ID. At age 10, the sponsor must get an ID card for a child.

PRESCRIPTIONS

It is helpful to have either your prescription bottles with you, or a list of prescriptions and dosage information with you at your appointment, including any over-the-counter vitamins or supplements you are taking. Be sure to tell your provider if you have changed prescriptions or dosage.

3RD PARTY INSURANCE INFO

If you have *third party insurance other than TRICARE*, verification is required at every visit.

Ensure you are following our closure dates on the website:
<https://altus.tricare.mil/Getting-Care/Scheduled-Closures>

Arrive 15 minutes early for pre-appointment paperwork or questionnaires to ensure your visit is on time.

DISCUSSION GUIDE

PROMPTS TO IMPROVE THE CONVERSATION WITH YOUR PROVIDER

This discussion guide can help make the conversation with your provider more meaningful to get the most out of your visit. Use it to help communicate important information about your health.

BEFORE YOUR VISIT

For new patients to the MHS:

- Past health contact info
- Medical records
- Medications & prescriptions
- Previous illnesses and surgeries
- Insurance information

For patients already in the MHS:

- Medications & prescriptions
- Third party insurance information
- Any major life changes that could affect your well-being

Prepare for your appointment:

- Write down/prioritize questions with some talking points
- Have a list of your medications (including supplements) and know what refills you need to ask for
- Arrive 15-20 minutes early to allow time for check-in and feel less stressed
- Arriving early will give you the most amount of time possible with your provider

TELL YOUR PROVIDER

Any concerns, feelings, or questions you have about your health and care at this point?

Regarding your health, discuss:

- Progress you have made
- Pain, discomfort, or unusual feelings
- Changes to your environment
- Any potential risks
- Your long-term goals

Regarding your care, discuss:

- Tasks you have completed
- Plans or preferences for your care
- Timing and expectations
- Procedures, treatments, and tests
- People who support you

ASK YOUR PROVIDER

- What do I need to do and why?
- What can I expect going forward?
- What should I be aware of?

- Who can I contact with questions or concerns?
- What are the risks, benefits, and alternatives of the treatment?

PATIENT SERVICES

Our patient services are here to help you. Whether Patient Advocacy, TRICARE related, or billing assistance, we can assist.



TRICARE SERVICES

- Enrollments
- DEERS Inquiries
- Personnel Movement –PCS, ETS, Retirement
- Deferred Dependents



BENEFICIARY COUNSELOR (BCAC)

- Claims/Insurance Questions
- Network Referrals
- TRICARE Benefits—Prime, Select, For Life, Remote, Plus
- Transition Assistance



PATIENT ADVOCATE

- Patient care concerns
- Suggestions/compliments
- Network care feedback
- Health system questions

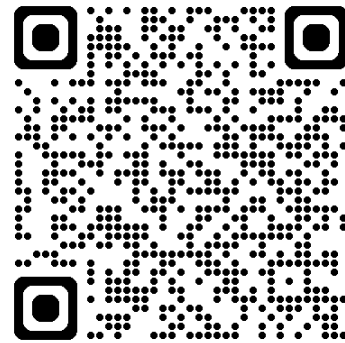
CONTACT US

Patient Advocate
580-649-9530

BCAC
580-481-5362/580-481-6940

LOCATION

Building 46, TOPA/Medical Records Offices

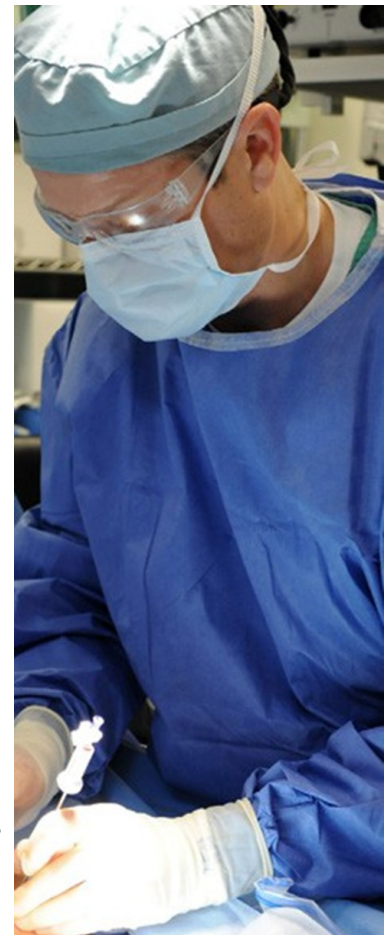
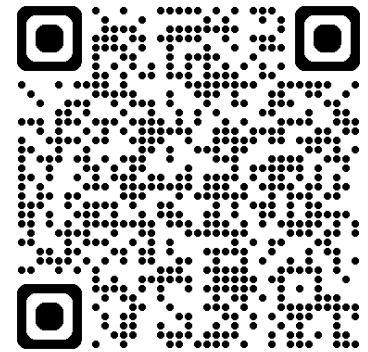


RIGHTS AND RESPONSIBILITIES

As a patient in the Military Health System, you have rights and responsibilities concerning your health care.

PATIENT RIGHTS

- Care and treatment in a safe environment including having a chaperone present during exams & procedures.
- Accurate, easily understood information so you can make informed decisions about your diagnosis, treatment options, procedures, providers, and facilities. This includes providing information about risks and benefits of treatment in non-clinical terms (informed consent), if a clinical trial is available, and if you qualify to be in a research project.
- A choice of health care providers that ensures your access to high-quality health care in a timely fashion including specialty care. This includes inpatients transferring to other military hospitals and private sector hospitals and facilities.
- Emergency health care services when and where you need it. Coverage of emergency services is available without authorization.
- Fully participate in all decisions about your care. If you can't make your own decisions, you have the right to be represented by someone else. This could be a family member, healthcare power of attorney or conservator.
- Considerate, respectful care from all members of the health care system. This includes recognition of your personal dignity, belief systems and your psychosocial, spiritual and cultural values.
- Communicate confidentially with your health care team and know your confidential information is protected by federal laws and regulations.
- Review, copy, and request amendments to your medical records.
- A fair and efficient process for resolving differences with your health plan & health care providers via Patient Relations



OUR PROVIDERS

CHIEF OF MEDICAL



STEVEN E. KOEHL
Lt Col, USAF, MC
Psychiatrist

PROFESSIONAL EDUCATION
A.T. Still University
Kirksville College of Osteopathic
Medicine
Degree: Doctor of Osteopathy

STATE OF LICENSURE
Texas

BOARD CERTIFICATION
American Board of Psychiatry and

FLIGHT & OPERATIONAL MEDICINE CLINIC



ISAAC YOURISON
Maj, USAF, MC
Flight Surgeon

PROFESSIONAL EDUCATION
University of Arizona
College of Medicine
Degree: Doctor of Medicine

STATE OF LICENSURE
Oklahoma, North Carolina,
and Indiana

BOARD CERTIFICATION
American Board of
Family Medicine



KATON R. HARWOOD
Capt, USAF, MC
Flight Surgeon

PROFESSIONAL EDUCATION
Campbell University
Degree: Doctor of Osteopathic
Medicine

STATE OF LICENSURE
Oklahoma and
South Carolina



PATRICK A. MCCUE
Maj, USAF, BSC
A-Physician Assistant

PROFESSIONAL EDUCATION
University of Nebraska
Medical Center
Degree: Master of Physician
Assistant Studies

BOARD CERTIFICATION
National Commission on Cer-
tification of Physician Assis-
tants

OUR PROVIDERS

WARRIOR & OPERATIONAL MEDICINE CLINIC



LINDSAY A. JOHNSTON
Maj, USAF, BSC
A-Physician Assistant

BOARD CERTIFICATION
National Commission on
Certification of Physician
Assistants

PROFESSIONAL EDUCATION
South University
Degree: Master of Physician
Assistant Studies

FAMILY HEALTH CLINIC



EMILY E. OLINGER
Capt, USAF, MC
Family Medicine Physician

PROFESSIONAL EDUCATION
Edward Via College of Osteopathic
Medicine
Degree: Doctor of Osteopathic
Medicine

STATE OF LICENSURE
North Carolina

BOARD CERTIFICATION
American Board of Family Medicine



ZACHARY J. NAGLE
1st Lt, USAF, BSC
**Family Medicine Physician
Assistant**

PROFESSIONAL EDUCATION
University of Nebraska Medical Center
Degree: Master of Physician Assistant
Studies

BOARD CERTIFICATION
National Commission on Certification
of Physician Assistants

OUR PROVIDERS

DENTAL CLINIC



ALEXANDER PARMATER
Maj, USAF, DC
Dentist

STATE OF LICENSURE
Virginia

PROFESSIONAL EDUCATION
University of New England
Degree: Doctor of Dental Medicine



SPENCER A. LANG
Capt, USAF, DC
Dentist

STATE OF LICENSURE
Colorado

PROFESSIONAL EDUCATION
University of Pennsylvania School
of Dental Medicine
Degree: Doctor of Dental Medicine



JOSEPH S. REMSBURG
Capt, USAF, DC
Dentist

STATE OF LICENSURE
Iowa

PROFESSIONAL EDUCATION
University of Iowa
College of Dentistry
Degree: Doctor of Dental Surgery

OUR PROVIDERS

MENTAL HEALTH CLINIC

Picture

ANTONIO D. JONES
Maj, USAF, BSC
Licensed Clinical Social Worker

STATE OF LICENSURE
District of Columbia

Not

PROFESSIONAL EDUCATION
Howard University
Degree: Master of Social Work

Available



JAYSON A. STEWART
Maj, USAF, BSC
Licensed Clinical Social Worker

STATE OF LICENSURE
Utah

PROFESSIONAL EDUCATION
Salisbury University
Degree: Master of Social Work



AMY L. MILHO
Capt, USAF, BSC
Clinical Psychologist

STATE OF LICENSURE
Virginia

PROFESSIONAL EDUCATION
William James College
Degree: Doctor of Psychology

OUR PROVIDERS

OPTOMETRY CLINIC



MARILYN T. LAI
Maj, USAF, BSC
Optometrist

STATE OF LICENSURE
Colorado,
Wyoming

PROFESSIONAL EDUCATION
Salas University
Degree: Doctor of Optometry

MEDICAL GROUP POLICIES

Patient-Centered Medical Home: Altus Medical Group is proud to utilize the Patient Centered Medical Home (PCMH) model. The PCMH is accountable for meeting the large majority of each patient's physical and mental healthcare needs, including prevention and wellness, acute care and chronic care. Patients have a team of providers including physicians, physician assistants, nurses, pharmacists, social workers, educators and care coordinators. The medical home provides relationship-based healthcare with an orientation toward the whole person, respecting each patient's unique needs, culture, values and preferences.



We coordinate care across all elements of the broader healthcare system, including specialty care, hospitals, home health care and community services. The medical home delivers accessible services with shorter waiting times for urgent needs, enhanced in-person hours and around-the-clock telephone access to care, via the Nurse Advice Line. We commit to quality and quality improvement, such as using evidence-based medicine and engaging in performance measurement and improvement. As a member of the medical home, you are expected to participate in the creation of self-management goals with your provider and to incorporate them into your own treatment plan.

Informed Consent: Oklahoma law protects your right to be advised in non-clinical terms on information needed in order to make knowledgeable decisions on consent or refusal for treatments. Such information includes: significant complications, risks, benefits and alternative treatments available.

Advance Directives: This is a written instruction, such as a living will or durable power of attorney for health care, recognized under state and federal law relating to the provisions of health care or treatment. Advance directives are prepared with the assistance of a civilian lawyer or at the Altus AFB Judge Advocate's office. A copy of an advance directive should be placed in the outpatient record for reference and hand carried with you when hospitalized. For more information on Advance Directives, call the base legal office at (580)481-7294.

MEDICAL GROUP POLICIES

Active Duty Elective Medical Treatment: AFI 44-102, Medical Care Management, prohibits Active Duty personnel from receiving elective surgery (such as but not limited to cosmetic surgery) without prior written approval of the member's squadron commander and Altus Medical Group Commander. If approved, DAFI 36-3003, Military Leave Program, directs that the member must be on ordinary leave status for the travel, hospitalization and convalescence when they elect civilian medical care at their own expense. Further, non-emergent elective surgeries within 6 months of separation or retirement must have additional approval by HQ AFPC/DPAMM. You may contact your PCM or the Beneficiary Counseling and Assistance Coordinator (BCAC) in our TOPA department for more information.

Cancellations/No-Shows: It is the patient's responsibility to cancel medical appointments that cannot be kept at least 2 hours prior to the appointment time. Dental appointments need to be canceled 2 hours in advance. Missed appointments and appointments not canceled at least 2 hours prior will be recorded as No-Shows and notification letters will be sent to the unit commanders of Active Duty members. Call the Appointment Line at (580)481-5235 to cancel medical appointments and (580)481-5262 for dental.

Tobacco-Free Policy: Altus Medical Group is a tobacco-free campus. In accordance with DoD policy, all tobacco use is restricted to the designated tobacco area located off MTF grounds, on the corner of Dogwood and Altus Road, behind the Temporary Lodging Facility.

Child Supervision: No children under the age of 10 can be left without adult supervision in any area of the clinic. This policy ensures the safety of young children and protects the clinic from being held liable for any injuries sustained by unattended children. Only a child with an appointment should be brought to the clinic. If a caregiver is being seen, another adult must be there to supervise. Children drop-in care is available at the Child Development Center. For more information, call (580)481-7502.

The Health Insurance Portability and Accountability Act (HIPAA): HIPAA Act strengthened the privacy rights of all patients throughout the United States in both military and civilian healthcare settings. HIPAA authorizes the MTF to use your Protected Health Information routinely for the purposes of treatment, payment and operations. Any other disclosure must be recorded. The law authorizes a few specific types of disclosures, which do not require a patient's permission. These include limited disclosure for law enforcement purposes, UCMJ actions, child abuse prevention and commander's requests to determine fitness for duty. Outside of the exceptions and TPO (see above), patients must give permission in advance for any disclosure of their patient information to outside persons or agencies. Questions about HIPAA and the Privacy Act should be directed to the Privacy Officer at (580)481-5694.

MEDICAL GROUP POLICIES

Privacy Act of 1974: The Privacy Act states that the information in the medical record belongs to the patient and must be safeguarded. The original record is the property of the United States Government and must be maintained in the healthcare facility at Altus AFB. You are entitled to a copy of any information at any time.

Release of Information: Original records are retained at the MTF, but copies will be provided upon completion of a Release Statement for Copying Medical Records request. You may contact the Release of Information Clerk at (580) 481-5088/5109 for assistance with any requests or questions. REQUESTS FOR COPIES BY PHONE WILL NOT BE HONORED.

Specialty Care and Second Opinions: You have a right to second opinions on your healthcare and you have a right to seek specialty care. The Altus MDG Referral Management Center will assist you in coordinating care and collaborating with the physicians who provide that care outside of this clinic. You have the right to obtain care from other providers within the clinic.

THANK YOU!

Thank you for trusting us with your care! We look forward to serving you and your families as we aim to be a premier medical clinic delivering ready medical forces and supporting Altus AFB and the 97 AMW mission to develop the decisive mobility force of the future!

