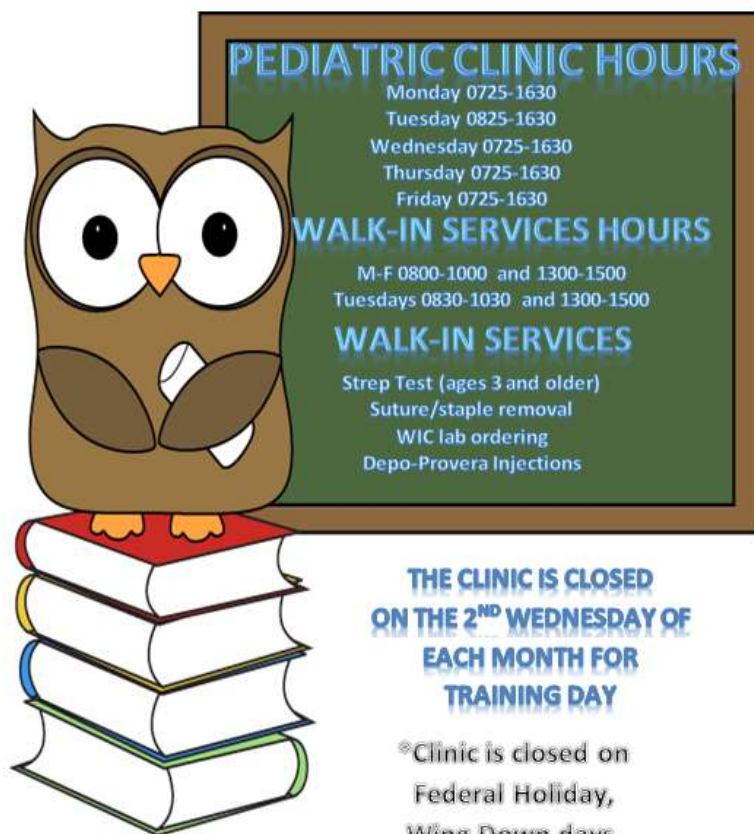




Pediatrics “How-to” Guide for TRICARE Beneficiaries



Pediatric Clinic Operations



PEDIATRIC CLINIC HOURS
Monday 0725-1630
Tuesday 0825-1630
Wednesday 0725-1630
Thursday 0725-1630
Friday 0725-1630

WALK-IN SERVICES HOURS
M-F 0800-1000 and 1300-1500
Tuesdays 0830-1030 and 1300-1500

WALK-IN SERVICES
Strep Test (ages 3 and older)
Suture/staple removal
WIC lab ordering
Depo-Provera Injections

**THE CLINIC IS CLOSED
ON THE 2ND WEDNESDAY OF
EACH MONTH FOR
TRAINING DAY**

⊗Clinic is closed on
Federal Holiday,
Wing Down days,
And designated
military functions⊗



How to Set Up an Appointment

Appointment Line 722-1802
(0700-1630)

Call early for same day appointment!

1

1. The Appointment clerks will book you an appointment
2. If you have an acute issue that needs to be triaged by a Nurse or there are no acute appointments available at that time, then you will be transferred to the Nurse Advice Line (NAL)

Nurse Advice Line
(transferred by appointment line)
(after hours/weekend hours)

2

1. The NAL will assess your child's symptoms and either give you education, book a clinic appointment, send to local Urgent Care, or refer to a local Emergency Department depending on **medical need**

MiCare
(www.relayhealth.com)
Must be registered to access

3

1. Sign in
2. Click on **MESSAGES** then **APPOINTMENT**
3. Select **Provider** then **Schedule New Appointment** under action
4. Complete required information (date and time choices and reason for appointment)
5. Click **SEND** and the appointment line will answer your request

Book Appointments Online
TRICARE On-Line
(www.tricareonline.com)
Username/password or CAC login

4

1. Set up your account online
2. Click on **Appointments** then **Make Appointment**
3. Follow the Make New Appointment Step
 1. **Step 1:** Who, What, Where
 2. **Step 2:** When
 3. **Step 3:** Confirm



When should my child have a Physical/ Well Visit?

2 days (No vaccines)

2 weeks (No vaccines)

2 months

4 months

6 months

9 months (No vaccines)

12 months

15 months (No vaccines)

18 months

24 months

30 months (No vaccines)

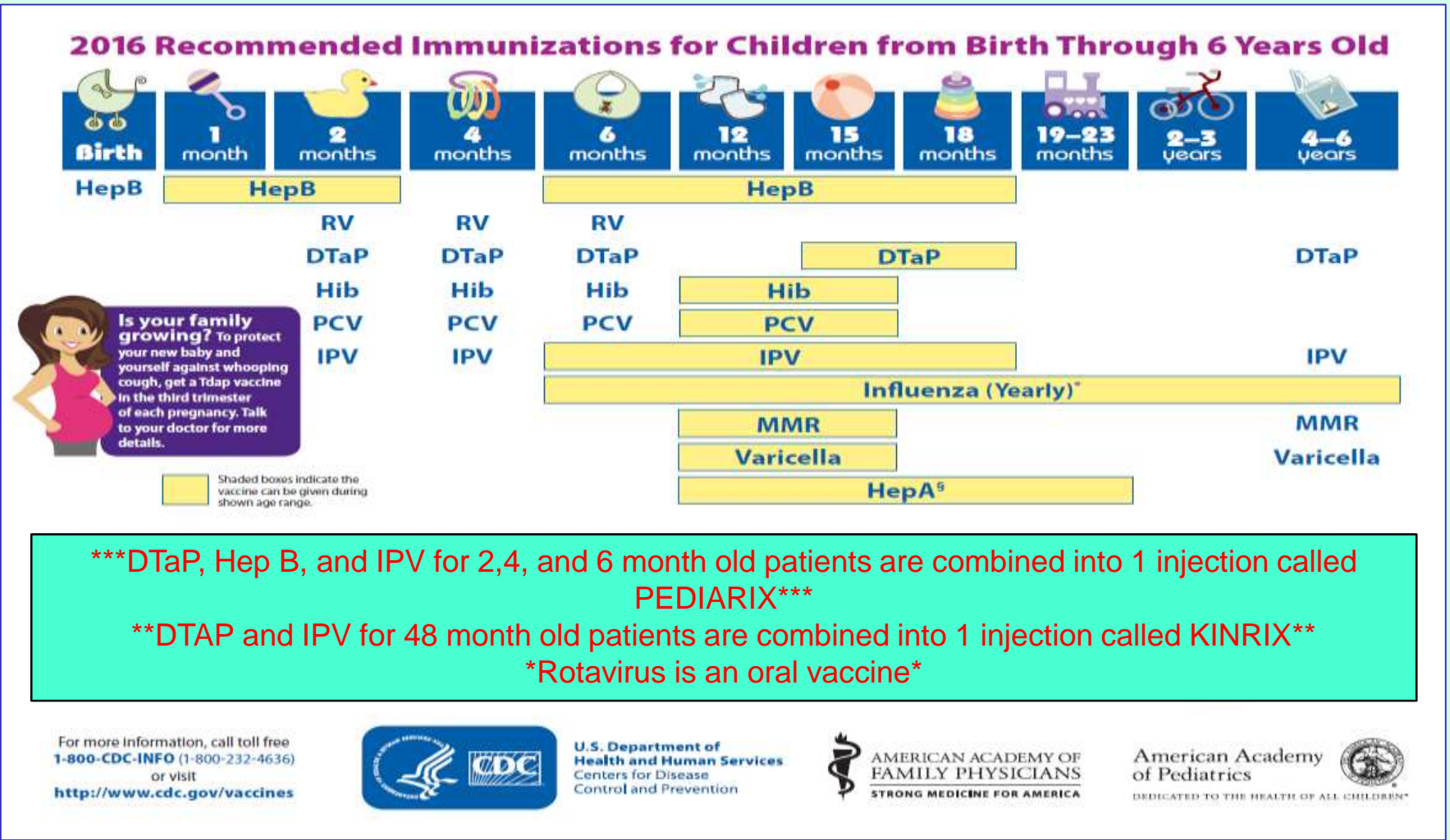
36 months (No vaccines)

Physical yearly in birth month after 36 month physical

48 months



2016 Recommended Immunizations for Children from Birth through 6 years old





Vaccine Preventable Diseases

From Centers for Diseases Control and Prevention

DTaP

- **Diphtheria:** can lead to breathing problems, paralysis, and heart failure
- **Tetanus (lock jaw):** can lead to stiffness of the jaw that can make it difficult to open the mouth to swallow
- **Pertusis (whooping cough):** can lead to pneumonia, seizures, brain damage or death

Hepatitis B (Hep B): can lead to liver damage, and liver cancer

IPV (Polio): can lead to permanent paralysis and death

Hib (Haemophilus Influenzae type B): can lead to meningitis

PCV13 (Pneumococcal): can lead to meningitis, infection of the ears, sinuses, and blood; pneumonia; deafness; and brain damage

Rotavirus: causes diarrhea, mostly in babies and young children

MMR

- **Measles:** causes rash, cough, runny nose, eye irritation and fever
- **Mumps:** Causes fever, headache, muscle pain, loss of appetite, and swollen glands
- **Rubella:** (German measles) causes rash, arthritis and mild fever

Varicella: (chickenpox): causes rash, itching, severe skin infection, scars, pneumonia, brain damage, or death

Hepatitis A (Hep A): causes fatigue, nausea, abdominal pain, loss of appetite, and low-grade fever

Influenza (Flu): can lead to pneumonia and blood infections, and cause diarrhea and seizures in children

HPV (Human Papillomavirus): can cause cervical cancer, vaginal and vulvar cancer, anal cancer and genital warts



Walk-In Services

Walk-In Service Hours

M-F 0800-1000 and 1300-1500

(Except Tuesday: 0830-1030 and 1300-1500)

Services We Provide

Strep Test (ages 3 and older)

Suture/Staple removal

WIC Labs/Forms (ages 1 and older)

Depo-Provera Injections (with provider's order)

*****Walk-In services are Staff Support Protocols that are Medical Technician led*****

****Pediatric Clinic does not have WALK-IN SICK CALL appointments****

Beneficiaries must call the Appointment Line, MiCare, or Tricare Online to book an appointment



Paperwork Drop off/Pick up

School/Sports Physical, School Medication use, Special Care Plan, WIC forms will be ready for pick up 72 hours after drop off

Drop off Monday = Pick up Thursday

Drop off Tuesday = Pick up Friday

Drop off Wednesday = Pick up Monday

Drop off Thursday = Pick up Tuesday

Drop off Friday = Pick up Wednesday

School/Sports Physical forms can be filled out as long as the child has had a physical within the past 12 months

WIC Forms must be picked up from the WIC office and brought to Peds Clinic for processing
(If your child needs lab work for WIC, bring child in when you present the form)

EFMP enrollment forms will be ready for pick up 5 Days after drop off

Drop off Monday = Pick up following Monday

Drop off Tuesday = Pick up following Tuesday

Drop off Wednesday = Pick up following Wednesday

Drop off Thursday = Pick up following Thursday

Drop off Friday = Pick up following Friday



MiCare Message (Relay Health)

Office Message

1

1. Use this option for general medical questions or education
2. Should **NOT** be used for acute issues that need medical assessment or triage

Referral Request

2

1. Use this option for recurrent referral request such as for occupational therapy, speech therapy, physical therapy and other referrals for other chronic conditions
2. Your child has to be seen for initial evaluation for this request to be processed
3. The nurse will review your request and determine if more information or an appointment is needed for this request

Medication Refills

3

1. This option is used for recurrent medication refills such as for ADHD, Ashtma, Allergies and for other chronic conditions
2. Requests are forwarded to the Nurse for further review.
 - ADHD meds: needs face-to-face appointment every 6 months
 - Asthma meds: needs face-to-face appointments every 12 months or sooner per provider
 - Allergy meds: needs to be seen at least once every 12 months
3. All other requests are forwarded to the Nurse for review

Lab Results

4

1. Use this option for lab result inquiry.
2. Lab result availability may vary depending on what and when labs are drawn



Medical Power of Attorney (MPOA)

A step-parent does not have the legal right to have a minor child treated or have access to protected health information about the minor child unless there is a healthcare or In Loco Parentis Power of Attorney (POA) provided to the step parent by the legal parent or guardian of the minor.

Children under the age of 18 must have a biological parent who is the legal guardian or someone with a Medical Power of Attorney, “*In Loco Parentis*”, or similar document accompany them in order to be seen for a medical appointment, regardless of the individual’s status in DEERS. The following special allowances according to the NC General Statutes are exceptions:

§ 90-21.5. Minor's consent sufficient for certain medical health services.

(a) Any minor may give effective consent to a physician licensed to practice medicine in North Carolina for medical health services for the prevention, diagnosis and treatment of (i) venereal disease and other diseases reportable under G.S. 130A-135, (ii) pregnancy, (iii) abuse of controlled substances or alcohol, and (iv) emotional disturbance. This section does not authorize the inducing of an abortion, performance of a sterilization operation, or admission to a 24-hour facility licensed under Article 2 of Chapter 122C of the General Statutes except as provided in G.S. 122C-223. This section does not prohibit the admission of a minor to a treatment facility upon his own written application in an emergency situation as authorized by G.S. 122C-223.

(b) Any minor who is emancipated may consent to any medical treatment, dental and health services for himself or for his child. (1971, c. 35; 1977, c. 582, s. 2; 1983, c. 302, s. 2; 1985, c. 589, s. 31; 1985 (Reg. Sess., 1986), c. 863, s. 4; 2009-570, s. 10.)



Referrals

Special Referrals

Patients must be evaluated by their PCM to determine if a referral to a specialist is medically indicated.

Any time a specialty referral is entered, you must go to the Medical Group Referral Management Center (RMC) to verify your information and for referral education. For referral education questions, you may call the RMC at (919)-722-1231.

You will get a Tricare Authorization letter in the mail 7-10 days after your referral is entered. If you don't get a letter in 7-10 days, then call 1-877-TRICARE (874-8873) to check on the status of your referral.

You can also check the status using TRICARE Online at www.mytricare.com (You have to enroll and wait for a code in the mail to use this.)

You can also check it at www.hnfs.net using your DOD self-service log in. If TRICARE is unable to locate your referral information, then contact the Med Group Referral Management Center.

If your child is already seeing a medical specialist and you need the referral renewed, you may send a MICARE message asking for the renewal if the following conditions are met:

1. Your child has been seen by the PCM team for the condition they want referral for.
2. Your child has been seen for a Well visit/Physical within the past 12 months
3. The specialist's last notes indicate that a follow up is still needed and the PCM agrees with the plan for follow up.

If these conditions are met, a new referral will be entered and you will be instructed to call the RMC to verify your information and for referral education.



Eye Exams

The 4th Medical Group Optometry Clinic has appointments for children age 7 and older.

TRICARE covers routine eye exams at off base network optometrists/ophthalmologists without a referral from your PCM.

Exams are covered once a year for TRICARE PRIME and once every 2 years for all others.

Providers can be located at the TRICARE website.



Behavioral Health

4th Medical Group Behavioral Health Optimization Program (BHOP)

Children can be evaluated by a Psychologist through the **clinic BHOP** program for counseling and behavior concerns for up to 4 visits.

(The BHOP Psychologist will put in a referral to off-base providers if further evaluation and treatments are needed)

Tricare Behavioral Health

No PCM referral is needed for network evaluation and treatment for psychological testing, evaluation and treatment, and psychotherapy.

(Educational testing and testing for learning disorders is not covered by TRICARE)



Parenting Classes

The Family Advocacy Program offers classes on breastfeeding, newborn care, new parents support program, parenting, new dads classes, and more.

Call 919-722-1878 for more information.