

Medical Care

David Grant U.S. Air Force Medical Center (DGMC)

The 60th Medical Group at David Grant U.S. Air Force Medical Center is at the forefront of military and regional healthcare facilities. DGMC is the largest inpatient military treatment facility in the United States Air Force, providing a full spectrum of care to a prime service area population of more than 107,000 TRICARE beneficiaries in the immediate San Francisco-Sacramento vicinity and 377,000 Department of Veterans Affairs Northern California Health Care System eligibles.

You can't miss the modern four-level medical center, located off Air Base Parkway, one block east of the main gate. Opened in 1988, DGMC encompasses 808,475 net square feet with 3,662 rooms. It is currently staffed to operate 298 acute care beds, which include 16 aeromedical staging facility beds (expandable to 40) and 52 dental treatment rooms in the adjacent Arthur J. Sachsel Dental Clinic. With a "footprint" measuring greater than two football fields in width and almost four football fields in length, the horizontal nature of the medical center is very impressive. The facility has received five national awards for design and construction, is built to withstand major earthquakes and can operate for up to a week using integral utility capabilities. Additionally, integral structural components and foundations are sized for future vertical expansion.

DGMC is divided into three separate patient zones: inpatient nursing units, diagnostic and treatment areas, and outpatient clinics designed around five large courtyards. These provide a pleasing environment for staff and patients, as well as natural lighting and views for patient rooms.

DGMC currently operates with an annual budget of \$119 million and is staffed by more than 2,500 active-duty officers, enlisted, Individual Mobilization Augmentee reservists, Civil Service civilians, contractors, Red Cross workers and highly dedicated military retiree volunteers. In 2010, DGMC saw more than 323,000 patients. An "average" day at DGMC consists of more than 1,500 outpatient visits, 160 dental appointments, 10 admissions, 10 surgical operations, six hyperbaric chamber treatments, 1,200 meals served, 2,200 prescriptions filled, 300 diagnostic imaging studies, 1,400 lab tests and two babies delivered. DGMC manages one of only two inpatient mental health facilities in the Air Force and has a modern 12-bed medical/surgical intensive care unit.

Because it is a military medical center, DGMC personnel are "America's First Choice" as the largest medical readiness platform in the Air Force. DGMC personnel have

performed expeditionary medical missions for both combat support and humanitarian missions, ranging from Iraq, Afghanistan and the Indonesian Tsunami to Hurricane Rita and California wildfire relief efforts stateside. DGMC also fulfills a key role in the National Response Plan as the Sacramento region Federal Coordinating Center for the National Disaster Medical System.

As one of the Air Force's constant deployer model sites, DGMC personnel are currently providing the lead support to the Craig Joint Theater Hospital in Bagram, Afghanistan, and medical/surgical support in Balad, Iraq. DGMC fields more than 1,500 mobility positions with more than 700 personnel holding 150 different Air Force specialty codes, filling primary deployment roles on 114 different standard unit type codes. The current steady state has approximately 150 medical personnel deployed in support of Aerospace Expeditionary Force rotations and humanitarian missions "Anytime, Anywhere"—while ensuring world-class medical care and service to its customers at home.

Accreditation and Healthcare Partnerships

Fully accredited by the Joint Commission for Accreditation of Health Care Organizations, DGMC is a tertiary referral medical center for other military and federal hospital systems. The medical center also fulfills a key role in the National Response Framework as the Sacramento region Federal Coordinating Center for the National Disaster Medical System.

DGMC also interfaces with a network of civilian health care organizations and providers to augment our own extensive inpatient care, primary and specialty care and emergency services. Our external partners include:

- Department of Veterans Affairs Northern California Health Care System
- Pacific Union College
- Touro University (Marin Campus), Colleges of Osteopathic Medicine and Pharmacy
- TRICARE
- TriWest Healthcare Alliance
- UC Davis Medical Center
- University of the Pacific

Acute Appointments

DGMC's Family Health Clinic has instituted an active duty acute appointments program, replacing what was formerly known as "sick call." Acute appointments for active-duty

personnel empanelled to DGMC's Family Health Clinic are available starting at 7:45 a.m. on normal duty days by calling Central Appointments at (707) 423-3000 or (800) 264-3462 Monday through Friday, 7 a.m. to 4 p.m. Patients may contact the on-call Primary Care Manager at (707) 423-5000 for urgent needs after duty hours or on holidays. If you are seeking advice on health care concerns, information is always available at the 24-hour Health Care Information Line by calling toll-free, (800) 611-2883. Additionally, several guides to medical self-care are available through the Family Health Clinic for patients' home use.

Active-duty members are strongly encouraged to obtain routine appointments with their PCM for medical problems that do not affect their ability to perform duties that day. Continuity with your assigned PCM is an important factor in providing you the best possible care.

Local Calls (707) 423-3000

Long Distance Toll Free (800) 264-3462

Appointments

DGMC uses an automated "attendant" telephone system to provide patients a convenient and quick method for scheduling and canceling most outpatient appointments. This system automatically answers all incoming calls and also routes each call to the correct appointment service phone extension. Patients should dial (707) 423-3000 to make or cancel an appointment in all outpatient clinics except the following:

Mental Health Clinic (707) 423-5174

Hematology/Oncology Clinic (707) 423-5129

Arthur J. Sachsel Dental Clinic (707) 423-7000

Flight Surgeon Office (707) 423-5446 All calls to (707) 423-3000 will be automatically answered by a voice message, and callers will be transferred by "touch-tone" responses through a series of voice messages to the correct appointment service. Patients can cancel an appointment 24 hours a day, seven days a week, by leaving a recorded message at the appropriate cancellation service. Please listen to all the prompts before making your selection. Once the type of appointment selection is made, the patient will automatically be transferred to another voice message providing "touch-tone" instructions for the clinic in which the appointment is to be scheduled.

Emergency Department

DGMC's Emergency Department provides emergency care 24 hours a day, seven days a week. Dedicated to emergency care, the staff has received specialized training to treat any urgent medical problem with compassion and respect. The ED staff sees approximately 22,000 patients per year who are treated by providers and nurses that are board certified nationally in Emergency Medicine. Its medical technicians have also been trained in advanced cardiac life support.

Emergency services range from resuscitation and stabilization of the critically ill or injured to common fractures and illnesses. Services are provided with the full support of advanced technology, such as rapid helical computerized tomography, ultrasound and other diagnostic imaging services. There is also a dedicated X-ray room within the department. The Emergency Department staff utilizes advanced resuscitation equipment. They are supported by an array of on-call specialists to include Cardiology, General Surgery, Pediatrics, OB/GYN, Dental and Neurosurgery. The ED staff also keeps up with advances in medical information technology by utilizing an electronic medical record.

DGMC's Emergency Department also houses an Admissions Call Center. Supported by administrative staff, this operation is one of a kind in Air Force hospitals. Its goal is to facilitate transfers of patients who would like (or their provider request) DGMC's outstanding care. To take advantage of this excellent service, contact the Admissions Call Center either locally at (707) 423-7790 or (707) 953-7790. Patients outside the local area can also call toll-free at (877) 843-2457.

All patients are triaged and seen in order of the severity of their condition as determined by their triage category. All patients will be seen, but patient with non-emergent/urgent concerns may experience longer wait times.

Dialing "911" (424-42911 on base) at the first sign of an emergency is important because it contacts the fastest and most beneficial mode of transportation to an emergency facility. An emergency is the sudden/unexpected onset of a medical condition that threatens life, limb, or sight and requires immediate care (i.e., loss of consciousness, chest pain, fractures, shortness of breath, uncontrolled bleeding, sudden/ unexpected weakness, poisoning and suicide attempts/thoughts). To reach emergency assistance while on base, dial 424-4911.

DGMC's Emergency Department staff's primary goal is to provide intensive care for the critically ill or injured patients. Patients seeking care for sore throats, ear aches, chronic

pain, flu symptoms, cold symptoms and minor ailments and injuries should first seek care through their primary care clinic. DGMC provides ambulance response to on-base emergencies only. Patients who live off-base may request local ambulance service to come to DGMC's Emergency Department.

Graduate Medical Education

DGMC operates the second largest Graduate Medical Education program in the Air Force, consisting of five Medical, two Dental, and three Allied Health Sciences, seven Phase II and four Nurse Transition Program classes per year—more than 100 students/residents per year. A certified registered nurse anesthetist class in conjunction with the U.S. Army's graduate program in anesthesia nursing at Ft. Sam Houston/Baylor College is ranked second out of 106 programs in the United States.

DGMC's Family Medicine program with 42 residents in surgical, radiological and transitional courses is the largest in the Air Force. The general surgery and internal medicine residency programs treat civilian and military patients in partnership with the University of California at Davis.

Diagnostic radiology, transitional year, advanced education in general dentistry, oral and maxillofacial surgery, pharmacy practice and social work residency programs round out the suite of GME programs. Additionally, DGMC offers six Phase II training programs for enlisted medical technicians and a Nurse Transition Program for more than 300 students annually.

Information Desk

DGMC offers two information desks within the main entrances of the facility. One is located at the North (inpatient or "flagpole" side) entrance and the other can be found at the South (clinics or "palm tree" side) entrance.

Staffed by volunteers from the Military Retirees Activities Office and/or the American Red Cross, these information desks provide assistance for obtaining directions to various departments and clinics, telephone information and general information regarding DGMC. Hours of operation for the north information desk are 7:30 a.m. to 8 p.m.; call (707) 423-7300. Hours of operation for the south information desk are 8 a.m. to 4 p.m.; call (707) 423-3687.

Travis Fisher House

Located on the grounds of the David Grant USAF Medical Center within a short walking distance is the Travis Fisher House. This 5,000 square foot house, donated by the late Zachary and Elizabeth Fisher, provides for families of patients receiving long term care on an inpatient basis with the comfort and atmosphere of a home.

First opened in January 1994, it has served more than 2,700 guests since that time. The average occupancy rate is 98 percent on a first-come, first-serve basis for those meeting the eligibility criteria. The Travis Fisher House features two single bedrooms, three double rooms, and two double room suites, a large common room, dining room, fully stocked kitchen, laundry and office. It accommodates as many as seven families or 16 people at a time and provides a comfortable retreat for patient's families.

VA/DoD Sharing - Joint Incentive Fund

DGMC has become a specialty care referral hub for Northern California Veterans Health Administration patients with inpatient/outpatient care and facility sharing agreements. VA/DoD Joint Venture programs include the \$1.6 million Hemodialysis and \$607,000 Peritoneal Dialysis units. A \$5.5 million Joint Spine and Neurosurgery service was added in 2007. A \$5.9 million Joint Inpatient Mental Health Unit and a \$5.7 million Joint Radiation Oncology Center were upgraded to state-of-the-art services in 2009.

A \$56 million structural improvement and renovation program has also brought improved, greatly expanded and more efficient clinical services to DGMC. A greatly expanded, more efficient and consolidated Clinical Laboratory opened in Spring 2010, followed by an updated and expanded Hematology-Oncology Clinic, relocated back on the first floor near the north entrance.

The "crown jewel" however, is the opening of a new, robotically-assisted, hybrid cardiovascular operating room—one of less than a dozen of its type in the nation. The CVOR officially opened in October 2010 as part of DGMC's new \$4.4 million Heart, Lung and Vascular Center. The CVOR is currently the only one in the DoD to feature the Artis Zeego multi-axial imaging system which uses robotic technology and 3-D imaging software to reconstruct images of the heart and vascular systems. The CVOR is a fully equipped surgical suite designed to handle the most complex of adult open heart and vascular surgeries, as well as minimally invasive procedures. The CVOR provides a technologically advanced environment for cardiac surgeons, vascular surgeons, interventional radiologists and cardiologists to work together as one efficient

team.

A new Ophthalmology Clinic and Eye Surgery Center, located on the fourth floor with ophthalmologic and laser refractive services is now consolidated under a "one stop" department opened in November 2010. A newly designed Customer Service Center and Inpatient Pharmacy next to the Clinical Laboratory opened in January 2011 with a new Outpatient Pharmacy and Infusion Pharmacy are scheduled to open by mid-year.

Additionally, DGMC provides hyperbaric medicine support for VA San Francisco and VA Palo Alto Medical Centers. Renovation of the hyperbaric chamber, the largest in DoD begins in 2011 as a multi-stage process.

Pharmacy

DGMC's Pharmacy Flight, part of the 60th Diagnostics and Therapeutic Squadron, is one of the largest in the Air Force, filling more than 50,000 prescriptions and ordering \$2.5 million worth of medication every month. DGMC's pharmacy fills 70 percent of all prescriptions internally and 30 percent from off-base providers. At most bases, the percentages are reversed with most prescriptions being filled by outside sources. On average, DGMC's pharmacy serves 1,000 to 1,500 patients a day and 27,000 to 30,000 a month. The most common medications prescribed are non-steroidal (i.e., Motrin) and high cholesterol pills.

The pharmacy's main goal is to make sure everyone receives the proper medicine they need in a timely manner. The pharmacy's job is to process all prescriptions, fill them and counsel patients. The pharmacy wants everyone at Travis to keep healthy in order to continue to serve and keep the mission going. Pharmacy staff does this by reviewing and ordering prescriptions to make sure all information pertaining to the patient is correct.

The "Outpatient" Pharmacy provides daily prescription service Monday through Friday, 8 a.m. to 6 p.m. The Outpatient Pharmacy is closed on Saturday, Sunday, Federal Holidays and Wing-designated down days. This outpatient pharmacy location provides first-prescription-fills for those patients seen by providers in DGMC (see below for more specifics regarding prescription refills).

The Base Exchange Pharmacy, located at Building 650 in the Travis Base Exchange's mini-Mall, provides daily prescription service Monday through Friday, 8:30 a.m. to 5:30 p.m. and Saturday, 9 a.m. to 4 p.m. The BX Pharmacy is closed on Sundays, Federal Holidays and some Wing-designated down days. This pharmacy location provides first-

prescription-fills for those patients seen by civilian physicians (See below for more specifics regarding prescription refills).

The BX Pharmacy now accepts new prescriptions faxed directly from a physician's office (some restrictions apply). Patients wanting prescriptions faxed directly to the BX Pharmacy must have a physician's office directly contact the BX Pharmacy at (707) 423-5345 to make the required arrangements. Refill prescriptions are ordered 24 hours a day by calling (707) 423-7600 and are picked up at the BX Pharmacy. Prescription refill requests called in by 1 p.m. Monday through Friday are ready for pick up the next duty day, while requests called in after 1 p.m. on Friday but by 1 p.m. Sunday are ready for pick up the next duty day, usually Monday.

To efficiently maximize DGMC Pharmacy's limited financial and personnel resources, prescriptions activated at the Outpatient Pharmacy, new prescriptions submitted at the BX Pharmacy and called in prescription refills will be maintained for patient pick up for seven (7) calendar days. If something unexpected arises preventing a patient from claiming a prescription within this period, contact the DGMC Pharmacy at (707) 423-7114 or (707) 423-5345 and select the respective pharmacy for an extension on the holding period.

Dental Clinic

The Arthur J. Sachsel Dental Clinic is located next to DGMC on the east side of the medical campus, across from the VA Fairfield Outpatient Clinic. General dentistry and all recognized specialties in dentistry to active-duty members, including activated National Guard and Reserve members through the dental services of the 60th Dental Squadron. Orthodontic treatment is only available as dictated by Air Force directives.

Acute dental care is available to all eligible beneficiaries. This emergency dental treatment (only for moderate-severe pain, trauma, swelling and/or uncontrolled bleeding) is available during normal duty hours by calling the dental clinic at 423-7001. For appointments other than true dental emergencies, non-active duty patients are advised to seek off-base civilian dental care.

Limited care for retirees and their family members and active duty dependents may be available to support the Oral and Maxillofacial Surgery and Advanced education in General Dentistry residency training programs. Retirees and family members seeking

care in general dentistry should call (707) 423-7001 and for oral and maxillofacial surgery, call (707) 423-7085.

TRICARE Dental Program is a voluntary, high quality, cost-effective dental care plan for eligible active-duty family members, National Guard and Reserve members and their families. For complete benefits and cost-share percentages, please call (888) 622-2256. Retirees and their families are not eligible for the TDP; however, if you are a retiree, you and your eligible family members may enroll in the TRICARE Retiree Dental Program which is currently administered by Delta Dental. Please visit their website or call (888) 838-8737, Monday through Friday between 6 a.m. and 6 p.m. Brochures are also available at the TRICARE Service Center and the Beneficiary Counseling and Assistant Coordinators' offices.

TRICARE

TRICARE is the health care program for active duty and retirees of the uniformed services, their families, and survivors. TRICARE's primary objectives are to optimize the delivery of health care services in the military's direct care system for all Military Health System beneficiaries and attain the highest level of patient satisfaction through the delivery of a world-class health care benefit.

TRICARE brings together the health care resources of the Army, Navy, Air Force and Coast Guard and supplements them with networks of civilian health care professionals to provide access to high quality health care services while maintaining the capability to support military operations. We encourage you to contact your local Military Treatment Facility before you seek services elsewhere. If you have questions about the TRICARE program or need TRICARE assistance, you may visit your local TRICARE Service Center. TSCs are walk-in centers only and are staffed with representatives who can help you with your health care needs and answer questions about the TRICARE program. TSCs are located at DGMC and within the VA Clinic at McClellan Park in Sacramento. Hours are Monday through Friday, 7:30 a.m. to 4:30 p.m. You may also receive assistance through <http://www.tricare.mil>, [http:// www.triwest.com](http://www.triwest.com) or (888) TriWest (874-9378).

Emergency Care

All TRICARE beneficiaries, in the event of a life, limb or eyesight-threatening emergency, should call 911 or go to the nearest emergency department for care. If enrolled in TRICARE Prime, in all emergency situations, you must notify your primary

care manager or regional contractor within 24 hours of any emergency admission so that ongoing care and claims processing can be coordinated.

Urgent Care

In an urgent situation, contact your primary care manager's office for a same day appointment or advice on how to handle the immediate situation. You may also contact the regional contractor's toll free number for instructions on how and where to access urgent care. There are special rules on certain types of care. To find out if a particular service or procedure is covered by TRICARE, and for more information on emergency and urgent care, visit <http://www.triwest.com> or call (888) TriWest (874-9378).

TRICARE Online:

Get answers to your questions

TRICARE Online is a Department of Defense Internet portal to interactive health care services and information accessible by all TRICARE beneficiaries. Each MTF has its own page on TRICARE Online, and most MTF providers maintain an individual "Provider" page on the MTF site. Providers are encouraged to include a picture and specific clinical information about themselves on the page. Many have provided educational links from their page to health care information that they want to share with their patients. TRICARE Online provides national TRICARE information, including links to TRICARE regulatory guidance, policies and procedures; TRICARE program options and features; and the latest news and events. The TRICARE Web site, <http://www.tricareonline.com> is the main resource for information about TRICARE.

Defense Enrollment Eligibility Reporting Systems (DEERS)

Proper registration in the Defense Enrollment Eligibility Reporting System is key to receiving timely and effective TRICARE benefits. DEERS is a worldwide, computerized database of uniformed services members (sponsors), their family members and others who are eligible for military benefits, including TRICARE. All sponsors (active duty, retired, National Guard or Reserve) are automatically registered in DEERS. However, the sponsor must register eligible family members. After family members are registered, they can update personal information such as addresses and phone numbers.

Local Hospitals with Emergency Rooms

NorthBay Medical Center
1200 B Gate Gale Wilson Blvd
. Fairfield, CA (707) 646-5000

VacaValley Hospital
1000 Nut Tree Road
Vacaville, CA (707) 624-7000