

Patient Information Handbook



Appointment Line: 784-DOCS (3627)

031-661-3627 (Off Base/Cell)

MHS Genesis Patient Portal:

<https://patientportal.mhsgenesis.health.mil>

Emergency On Base: 911 (DSN)

Emergency On Base: 0505-784-9111 (Korean Cell)

Emergency Off Base: 119 (Korean Ambulance)



Visit our website at :

www.osan.af.mil



(Click on Health Care Services Link)



AFMS—OSAN—51st Medical Group

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FLIGHT and OPERATIONAL MEDICINE CLINIC 784-2618

Hours: Monday—Friday 0700-1600; closed Thursdays at 1200

Sick Call: 0700-0730 & 1300-1330 Monday—Friday

(Only for active duty flyers with acute illnesses or RTFS)

The Flight Medicine clinic provides primary care services to aircrew, air traffic controllers, special duty operators, and other designated personnel. Services offered include flight physicals, acute, routine, and wellness examinations, annual female exams, and minor skin surgeries. The Base Operational Medicine Clinic is a sub-section of Flight and Operational Medicine and manages such functions as Public Health Assessments, Deployment Related Health/Mental Health Assessments, IDES, Medical Clearances, Initial Flying Class Physical Exams, Separation Health Physical Exams, and Medical Standards. Individual Medical Readiness (IMR) requirements are tracked here. To check your IMR/Immunizations status or initiate DRHAs, medical clearances, or SHPEs, go to <https://asimsimr.health.mil/imr/myIMR.aspx>.

BIOENVIRONMENTAL ENGINEERING (BE) 784-2623

Hours: Monday—Friday 0700-1700; closed for lunch daily 11-1200

Located in Building 752

Bioenvironmental Engineering (BE) provides occupational and environmental sampling to support the development of health risk assessments for all active duty members. BE provides training in respiratory protection and radiation safety and performs gas mask and respirator fit testing.

CASE MANAGEMENT/CARE COORDINATOR 784-7427

Hours: Monday—Friday 0700-1700; closed for lunch daily 11-1200

Case Management involves a team of health care professionals who are available to assist you and your family with complex, chronic or multiple medical issues. Also, the Case Manager is a resource when dealing with psychological, social or circumstantial issues. Call the Case Manager directly with any questions on unique health care needs.

**WARRIOR OPERATIONAL MEDICINE CLINIC (WOMC)
784-3627**

Hours of operation: 0700-1700 Monday - Friday (exceptions are on national holidays, certain family days, during base wide exercises, & one Thursday a month for mandatory training)

Sick Call hours of operation: 0730-1100 Monday-Wednesday. (Limited appointment slots, first come first served!)

WOMC provides primary care services to active-duty service members empaneled here at Osan as well as service members that are here on TDY status. We are located on the upper floor of building 777 and our check-in desk is directly to the right of the Flight Medicine Clinic's desk.

Services offered include Acute & routine wellness examinations, cervical cancer screenings, minor skin procedures (suture/staple removal, wart destruction, nail removal, skin biopsies, etc.) profile/duty limiting condition management and walk-in/sick call visits.

Weekly Contraceptive Counseling: (Tuesdays 0800-1000 walk-in no appt needed) Speak with a nurse about your various contraceptive options and chose which one is best for you.

Monthly Shave Clinic: This is a monthly group appointment meant to educate members on best shaving practices. It includes an individual assessment with a provider for obtaining/maintaining individual shaving waivers.

-You can book an appointment with us or send an electronic message to us through the Appointment Line or through your MyGenesis Patient Portal: <https://myaccess.dmdc.osd.mil/identitymanagement/app/login>

VETERINARY CLINIC (106th Medical Detachment) 784-6614

Hours: 0800-1630 Monday—Friday; Patients are seen from 0830-1530;

Located in Building 766 (across from the Base Chapel)

The Osan Veterinary Clinic offers preventative care for your four legged family members. Vaccinations, Heartworm testing, Dental cleanings and Surgery are available as well as digital radiography and ultrasonography. We offer advice on your upcoming PCS move and provide Health Certifications for travel. Patients are seen by appointment only with the exception of emergencies.

We advise using extreme caution when purchasing a new puppy or kitten off base. Please call for advice if you are looking for a new pet.

Remember once a new pet is acquired you have 10 days to register the pet with the Veterinary Clinic and you must get your pet micro chipped and have a current Rabies Vaccine.

For more information see our websites:

www.korea.amedd.army.mil/veterinary & www.51fss.com/vet.htm

TRICARE SERVICES **784-2273***Hours: 0700-1700*

The TRICARE office is here to ensure that all Osan beneficiaries are assigned a primary care manager and receiving the correct TRICARE entitlements. Have a visiting family member? Be sure to stop by the TRICARE window to get them registered into the 51st Medical Group system. Traveling around Korea? Be sure to carry the International SOS phone number should you need urgent medical care away from Osan AB. Call **080-429-0880** to reach the 24-hour alert center.

BENEFITS COUNSELOR and PATIENT ADVOCATE **784-2273**

The TRICARE Health Benefits Counselor serves as the beneficiary advocate to educate and enhance understanding of TRICARE programs and benefits. The counselor also advises and explains the medical claims process for those filing claims or seeking reimbursement.

REFERRAL MANAGEMENT CENTER (RMC) **784-2273**

The RMC books all appointments for referrals to our Host Nation Facilities or other military treatment facilities in PACAF. Stop at the TRICARE Office or call with any questions regarding off-base appointments.

FAMILY MEMBER RELOCATION **784-3086, 9042, 2273**

The point of contact for FMRC is the TRICARE Service Center. This program medically clears family members for PCS to overseas assignments and family members who are enrolled in the Exceptional Family Member Program (EFMP). This process should be started at least 6 months prior to PCS. Please contact the TRICARE office for further information and instructions.

HIPAA PRIVACY OFFICER **784-2273**

Call the MDG Privacy Officer for any questions or concerns regarding your protected health information.

PATIENT SAFETY SERVICES **784-5478***Hours: 0730-1630*

If you have concerns about patient care and safety in the 51 MDG, please contact the 51 MDG Patient Advocate or Patient Safety Manager. For any unresolved complaints, please contact the Joint Commission at their website:

http://www.jointcommission.org/report_a_complaint.aspx, or:

- 1) Complaint Hotline -- 1-800-994-6610 or
- 2) E-mail -- complaint@jointcommission.org or
- 3) Mail --The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

URGENT CARE CLINIC **Non-Emergencies: 784-2500***Hours: 24 hours/7 days a week/365 days a year**Located in the basement of building 777*

The Urgent Care Clinic provides same day urgent care for all beneficiaries, including active duty and reserve services (Army, Air Force, Navy, Marines, Coast Guard and Space Force) their families and Allied service members. The clinic has the capabilities to provide minor procedures such as toenail removals, minor laceration repairs, suture removal and abscess management. Services are limited to urgent symptoms and urgent health needs.

Urgent Care is medically necessary care required for a sudden illness or injury that isn't life threatening but does require immediate attention from a medical professional to avoid complications like infection. Additionally, patients are seen in the order of severity of illness, not a first come, first served basis. Patients requiring prompt medical attention will receive treatment until the condition improves and/or transfer to a local civilian or military hospital is arranged. Patients with non-emergent condition may be referred to their Primary Care Provider or Specialist for further evaluation.

Conditions threatening life, limp or eyesight must be evaluated and managed at Brian D. Allgood Community Hospital (BDAACH) Emergency Department at Camp Humphreys or the closest host nation Emergency Department.

****Ambulance requests are to be made via DSN 911 on base or cellphone 0505-784-9111****

****Off-base you will need to call 119 for Korean Emergency Services as we are not authorized to respond off base****



FAMILY HEALTH CLINIC **784-1941**

*Hours: Monday – Friday 0700-1700,
closed for lunch daily from 1130-1245*

The Family Health staff provides family-centered healthcare under Family Medicine, Pediatrics, and Internal Medicine using the Patient Centered Medical Home model. Special emphasis is placed on health maintenance and preventative medical services such as well baby exams, annual physicals, and preventative screenings. We offer technician-driven walk-in services for dysuria, pregnancy test, depo shots, sore throat, common colds, and wart cryotherapy from 0800-1000 & 1300-1500. For all other acute concerns, please call 784-3627 (Central Appointment line) for an appointment.

WOMEN’S HEALTH CLINIC **784-1941**

*Hours: Monday – Friday 0700-1700,
closed for lunch daily from 1130-1245*

The Women’s Health Clinic provides comprehensive gynecological care for females starting at age 14. Priority is given to active duty members. As space allows, the clinic also provides care to active duty dependents, DoD retirees, and dependents of DoD retirees. All minors require presence of an adult guardian, unless seeking care for birth control counseling and/or sexually transmitted infection concerns. Obstetric services are not available. Upon confirmation of pregnancy, patients will obtain OB services at USAG Humphreys or host nation facilities depending on availability.

IMMUNIZATIONS **784-2523**

*Hours: Monday—Friday 0700-1630,
closed for lunch daily from 1130-1230*

Immunizations is a walk-in clinic and administers routine immunizations to active duty, retired, and family members. If traveling overseas stop by Force Health prior to coming to immunizations. Please bring all shot records with you on your first visit and your medical record if on the Personal Reliability Program (PRP). No appointment is necessary.

TB Test Placement: *Mondays, Tuesdays, Wednesdays, Fridays*
*No TB tests are placed on Thursdays or last day before a 3-day weekend/ exercises.

Yellow Fever vaccine: Only offered with requests through Public Health and will be by appointment only through the Immunization Clinic
*Please **bring a copy** of all your **dependent shot records** to Immunizations to be updated in the immunization database*

MENTAL HEALTH CLINIC **784-2148**

*Hours: Monday—Friday 0700-1700,
closed for lunch daily from 11-1200. Located in Building 768*

The Mental Health Flight is composed of three different services: Mental Health Clinic (MHC), Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program, and the Family Advocacy Program (FAP). Mental health services are offered primarily to active duty personnel. Telehealth services are available for active duty and dependents on a case-by-case basis.

The Mental Health Clinic offers the following services to include group therapy, psychoeducation classes, and individual counseling/therapy services by licensed psychologists and social workers and medication management by a psychiatrist.

ALCOHOL & DRUG ABUSE PREVENTION & TREATMENT
784-2149

*Hours: Monday—Friday 0700-1700;
closed for lunch daily from 11-1200. Located in Building 768*

The Air Force recognizes alcoholism as a preventable, progressive, treatable, and non-compensable disease that affects the entire family. The ADAPT Program provides prevention, substance abuse education, assessments and outpatient rehabilitation for active duty members.

FAMILY ADVOCACY PROGRAM **784-5010**

*Hours: 0700-1700
Located in Building 768*

The Family Advocacy Program (FAP) attempts to build a healthy Osan community by providing prevention, intervention, and treatment services for individuals, intimate partners, and families who are at risk for domestic abuse, child abuse and neglect, and Problematic Sexual Behavior in Children and Youth.

MEDICAL GROUP CHAPLAIN **784-5000**

*Hours: 0730-1630 Monday—Friday; After duty hours contact a chaplain through the Command Post at 784-7000
Located in Building 779*

There is a Chaplain Corps team assigned to the 51 MDG. They provide pastoral and spiritual counseling and moral guidance that impact mission and quality of life which is built upon religious freedom. Their mission is to serve the diverse educational, humanitarian and personal needs of the 51 MDG Warriors and all Mustang Warriors across the installation.



PHARMACEUTICAL SERVICES (Pharmacy) 784-2185*Hours: 0700-1700 Monday-Friday*

The pharmacy provides up to a 90-day supply of formulary medications at the providers' discretion based on drug availability. The pharmacy will transfer and fill prescriptions from other military facilities within 7-14 working days. We will only transfer our approved formulary medications. There are no prescription transfers from US Civilian pharmacies. Prescriptions from Host Nation pharmacies may be filled if the medication is on the formulary. Prescription refill requests must be phoned in by calling 784-2186 or online via the MHS Genesis patient portal and are ready for pick up the next duty day after 10:00.

SELF INITIATED CARE KIT (S.I.C.K.)

The pharmacies S.I.C.K. program allows you to pick up to three (3) over-the-counter medications through our pharmacy per month without a prescription. You must attend the briefing at least once to receive your S.I.C.K Program Card. Not eligible: Flyers/PRP, Pregnant, Children <4y/o.

PUBLIC HEALTH 784-4494/2515*Hours: 0700-1700 Monday—Friday; Wednesdays close at 1530*

The Public Health Flight specializes in the following areas of care: medical entomology/vector surveillance, food facility sanitation inspection, public facility inspections, clinic employee health programs, occupational medicine including audiograms and education programs, deployment medicine (pre- and post-deployment), medical intelligence, prime vendor inspections, communicable disease epidemiology, and travel medicine.

COMMUNITY HEALTH

In addition to food safety and facility sanitation inspection, a primary mission of the Public Health Flight is communicable disease surveillance, detection and control. Public Health conducts sexually transmitted infection interviews, investigations of suspected food borne illnesses, and reports any suspected spikes in diseases that may be associated with viruses or bacteria. Community Health is also responsible for mosquito trapping and surveillance to ensure that malaria and other mosquito-borne diseases are controlled and do not lead to an outbreak.

OCCUPATIONAL & FORCE HEALTH

This section focuses on workplace and worker safety. Industrial hygiene shop visits and annual physical exams are monitored. If you work in an industrial shop or around hazardous noise and are “required to wear hearing protection”, contact us so we may assess your exposure. Deployment Processing: Report to Force Health as soon as you are notified of a deployment to accomplish medical requirements.

GENERAL SURGERY CLINIC 784-9356*Hours: Monday-Friday 0730-1630*

The General Surgery Clinic provides surgical and nonsurgical therapeutic interventions and diagnostic studies. Our clinic provides support to the three main patient care clinics: Family Health Clinic, Internal Medicine Clinic, and Flight Medicine Clinic. Patients are referred to our service after their Family Health team has seen them and have determined their condition warrants treatment or a surgeon's review. Urgent and emergent general surgical evaluation is also provided upon direct provider referral.

ORTHOPEDIC SURGERY CLINIC 784-2546*Hours: Monday-Friday 0730-1630*

The Orthopedic clinic provides evaluation and treatment of musculoskeletal injuries and illnesses in the active duty population. As space allows, the clinic is also available for active duty dependents, DoD retirees and their dependents, Civilian/Contractors and their dependents enrolled in TRICARE. A referral from your Family Health Provider is required.

**PHYSICAL THERAPY (PT) CLINIC 784-2155***Hours: Monday-Friday 0700-1700, closed for lunch daily from 1145-1300*

The PT clinic provides assessment and treatment to the active duty population for acute/chronic musculoskeletal injuries, functional impairments and post-surgical orthopedic rehabilitation. Long-term or comprehensive rehabilitative services are not within the clinics scope of care. Educational programs are offered in back care, proper body mechanics for activities of daily living, therapeutic exercise regimens, and a running clinic. Please bring or wear comfortable clothing for exercising and arrive 15 minutes early for your Initial Appointment to fill out necessary paperwork. Contact the Physical Therapy appointment line at 784-2155 to schedule an initial evaluation appointment once the referral has been placed by your Family Health Provider. The clinic also offers direct access for patients who would like to walk-in, this initiative is a “first come, first serve” basis. *Referral is not needed if patient will utilize the direct-access route. *

NUTRITIONAL MEDICINE CLINIC **784-2143**

Hours: Monday-Friday 0700-1630, closed for lunch daily from 1130-1300

The Nutritional Medicine Clinic provides nutritional risk screening, assessment, and education. Outpatient group counseling is offered for weight management, cholesterol, hypertension, and prenatal nutrition. Individual appointments are reserved for diagnoses that cannot be addressed in a group setting. Physician referrals are required for all individual appointments and outpatient disease management classes. Patients may self-refer for the weight management and heart care class. The Nutritional Medicine Clinic is located on the lower level of the MDG.



LABORATORY **784-2025**

Hours: Monday-Friday 0800-1700, closed for lunch daily from 11-1200

Lab tests are ordered by providers only. No written lab scripts will be accepted; any lab requests made by an off-base provider must be presented to a practitioner within the hospital for input into the clinic computer system. Lab reports are entered into the clinic computer system for the requesting provider's review. Patients with a lab order for a 2- or 3-hour oral glucose tolerance test should come to the lab to receive instructions and schedule the test. Laboratory staff **cannot** give test results to patients; anyone requiring copies of their test results can obtain them from their Family Health Provider.

DIAGNOSTIC IMAGING (RADIOLOGY) **784-2168**

Hours: Monday-Friday 0700-1700; closed for lunch daily from 11-1200

Diagnostic Imaging offers a wide range of imaging services to include routine X-Ray, Ultrasound, and Computerized Tomography (CAT scan). Magnetic Resonance Imaging (MRI), Fluoroscopy, and Mammography are performed at host nation medical facilities with physician referrals. Routine x-rays require no appointment and are performed during normal duty hours. All other imaging procedures require patient preparation and therefore, appointments are required. To schedule an appointment, call or visit the Diagnostic Imaging clinic. We are located on the basement level of the clinic next to Urgent Care Clinic.



X-Ray

DENTAL CLINIC **784-2108/2109**

*Hours: 0700-1600 Monday-Friday;
Sick Call Show Times: 0700 & 1230 (Recommend calling ahead)*

Active-duty members are scheduled for their periodic dental examinations as required by their unit health monitor. Only active-duty members can schedule appointments for routine dental services by contacting the Reception Desk at 784-2108/2109. Command-sponsored dependents can be seen for emergency sick calls and for second opinion evaluations of questionable treatment plans by off-base dentists. Overseas clearance exams are offered for all dependents in need. Patients requiring emergency dental treatments after duty hours and on weekends are asked to report to the Osan Urgent Care Clinic for evaluation. In addition, pediatric dental care is available at Humphreys Dental Clinic. Please call DSN 737-9292 for appointments but do expect delayed access to care to high demand. Appointment availability is limited at the Osan Dental Clinic and all active-duty members are encouraged to enroll their family members in the TRICARE Dental Program by visiting <https://www.tricare.mil/CoveredServices/Dental/TDP>



OPTOMETRY CLINIC **784-2151**

Hours: Monday -Thursday 0700-1700, Fridays: 0700-1530, closed for lunch daily from 1130-1300

The Optometry Clinic provides routine eye exams for active duty members. The clinic provides eyeglasses to active duty and retired members only. Non-flyer, first-time contact lens exams are not available. Contact lens prescription updates can be performed if the patient brings contact lenses with previous prescription. Flight Medicine performs flight line color testing for those with DD214 forms. Only one set of M50 gas mask inserts is required for those who wear glasses/contact lenses. Call the appointment line (784-DOCS) to schedule an appointment and select options: 1, 5, 2. If you have specific questions call the clinic directly.

