

McAfee Offers Extended Hours Primary Care Clinic

McAfee Health Clinic is proud to offer a new, extended hours Primary Care Clinic. Appointments may be made as usual by calling the appointment line at 678-1231 or you may book your own appointment using Tricare Online (TOL). If you have not registered for TOL, please take a few minutes to visit the website at www.tricareonline.com and register. When using this option, you may make appointments at any hour of the day any day of the week at your convenience. McAfee also offers a kiosk in the main lobby where you may sign up and ask questions the next time you are visiting the clinic.

"The goal of this initiative is to respond to our patient's requests and simultaneously increase continuity of care. Patients will be seen by one of our primary care team physicians when they book an evening clinic appointment" said clinic Commander LTC Clint Schreckhise.

On the 23rd of March McAfee began its new schedule providing primary care appointments through 9:00 p.m. Previously, the last primary care appointment of the day was scheduled for 4:20 p.m. The new hours allow McAfee to schedule the last appointment at 8:20 p.m. McAfee will offer pharmacy, lab, and x-ray support with the evening clinic the same as during the day. This new extended schedule creates many positives for our beneficiaries, but two significant benefits are an ability to schedule appointments with a physician later in the day without having to take time off of work or pull children out of school, and continuity of care as all the providers are on the primary care team. The clinic team hopes the new service hours will satisfy the requests of patients and reduce the need to visit the urgent care clinic for non-urgent concerns.

Although the urgent care clinic is not widely used, the predominant amount of patients presenting for care fall between the hours of 6:00 and 9:00 p.m. These patients are typically screened by army medics, a registered nurse and if necessary a nurse practitioner. The care provided is sufficient for immediate patient needs; however, what is lost is valuable patient communication with their assigned Primary Care Manager (PCM) – referred to as continuity of care. Each of the three PCMs will rotate their schedules resulting in each of them offering afternoon and evening appointments every three weeks for a week at a time. Beneficiaries will now be able to schedule an evening appointment with any of the three PCMs at their convenience. Although it is most ideal for a patient to be seen by their assigned PCM this may not always be possible. By booking into the evening clinic as opposed to using the treatment room, patients can be assured their encounter will be discussed the next day with their doctor if they were not able to see their own physician in the extended hours clinic.

McAfee primary care clinic staff currently has no female physicians, and the team understands the preference by some women to obtain their annual exams from a female provider. As part of the extended hours clinic, McAfee will rotate our female Physician Assistant, and offer a women's clinic once a month. If women would prefer, they may book their annual exam with the female Physician Assistant or use their

Tricare benefit and seek care at WBAMC or in the Las Cruces network as is the current option.

Providing access to care and continuity of care to all of our beneficiaries remains one of our top priorities, and we hope this new schedule will markedly increase patient satisfaction with appointment and PCM accessibility. Further information about the McAfee U.S. Army Health Clinic and services offered can be found on our web page at <http://www.wsmr.army.mil/wsmr.asp?pg=y&page=381>.