



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HOHENFELS HEALTH CLINIC
UNIT 28216, CMR 414
APO AE 09173

21 October 2012

MCEUB-Hohenfels Health Clinic

Dear Hohenfels Healthcare Beneficiary,

During the past 18 months, the Hohenfels Clinic has undergone significant change to better serve you. In that timeframe, we became the first European Medical Treatment Facility (MTF) to achieve Patient Centered Medical Home (PCMH) accreditation by the National Committee of Quality Assurance (NCQA). The PCMH model of healthcare is a national effort to improve quality, access, and safety. Being a PCMH accredited clinic means:

- Provider and Team Continuity: A primary care provider and team develop an ongoing relationship with you and provide you continuous comprehensive care. In short, you know your team and your team knows you.
- Whole Person Healthcare: You and your primary care team collaborate to coordinate all health needs—mind, body, acute, chronic, and preventive requirements.
- Coordinated and Integrated Care: Your primary care team combines all elements of healthcare delivery. This includes specialty care provided on the Tri-Care network through our experienced and trusted German Providers.
- Enhanced Access: You have the ability to access acute and routine care quickly, often on the same day you call for an appointment.
- Activated Patients: You are the most important member of the healthcare team and manager of your health. You are given contemporary tools such as Tri-Care Online (www.tricareonline.com) to order refills, schedule appointments, and check laboratory results. You also have access to secure messaging to consult with your team about non-urgent matters, request referrals and prescription renewals, receive laboratory results, and seek guidance via email. Our clinic is the vehicle to help you drive toward your healthcare goals and needs.
- Patient and Employee Satisfaction: Your satisfaction is at the heart of any good healthcare experience. We will always try to eliminate administrative burdens and optimize our services.

I am humbled by our improvements thus far, yet respect the work ahead. I am writing to make you aware of the following upcoming projects, which will have a short-term (negative) and long-term (positive) impact on you.

- Technology Enhancements: A MEDCOM team will visit Hohenfels during the first two weeks of November to help us better use technology for patient encounters. During the period of 5-16 November 2012, we will have significantly fewer appointments available. To minimize this impact, we ask that you schedule your routine needs accordingly. Despite this temporary inconvenience, we anticipate huge results. During future appointments, your team will use wireless laptops connected to interactive wall-mounted screens to provide visual health coaching as well as enable you to see what the team is recording in your health record.
- Minor Facility Improvements: The Clinic will undergo minor construction from Thanksgiving to New Years which will include two wall demolitions and the inclusion of sinks in a new exam room. The majority of demolition will be performed from 22-27 November to minimize the impact to you. However, we anticipate a minor inconvenience until the New Year. In addition, we will build a covered walkway from the main Clinic to the physical therapy clinic and install air conditioners in approximately 75 percent of all patient care areas in the early spring.
- Internal Medicine Physician: We look forward to welcoming Dr. Brett Steinberg, Internal Medicine, to the Hohenfels Clinic in late Fall. Dr. Steinberg is relocating from Schweinfurt and brings with him a wealth of experience. We intend to assign Dr. Steinberg as the primary care provider for individuals with chronic pain, experiencing complex medical issues, or with a prior traumatic brain injury.

Christopher J. David
Lieutenant Colonel, MS
Commanding

THANK YOU
FOR YOUR SUPPORT
AND PATIENCE. WE
WORK HARD TO MEET YOUR
NEEDS AND BE YOUR
REFERRED HEALTH PARTNER
✓/MSP