

305th Medical Group Family Practice Clinic Telephone System

The Family Practice Clinic at the 305th Medical Group has recently implemented an improvement for their phone system. This was implemented to assist patients when they were directed by Sierra to call the clinic to make appointments, when they call to make requests for medication refills or referrals, or to pass along valuable information to their healthcare team.

The reorganization of the system allows patients to have their questions directed to a staff member capable of handling their concern. The new system allows patients who are seeking a same day appointment, a routine or follow-up appointment direct access to the clinic staff. Those wishing to obtain a medication refill or renew a referral, or cancel an appointment greater than 24 hours out the ability to record a message for the clinic staff to handle their request.

There are some easy ways for patients to also handle their requests. Patients are reminded to call Sierra Military Health at 1-888-999-5195 to make routine appointments in the Family Practice Clinic.

A second option for patients who are on-line savvy is TRICARE Online. By going to www.tricareonline.com, a patient is able to make appointments online from their work or home computers. The initial registration does take approximately 10 minutes to complete per family member. However, once registered this is an efficient, user-friendly system to make appointments.

And finally, when calling Sierra Military Health for routine issues such as follow-up appointments, medication refills, or renewing of referrals to call later in the morning or afternoon when the call volume is lower. This will also free up the phone lines in the morning for those patients needing same day appointments or nurse telephone triage to gain access to the clinic staff. If Sierra finds it necessary to transfer you directly to the clinic, you will encounter the new telephone system in place. The phone system will provide you with a series of prompts so that you will be transferred to the correct area. Please listen closely and choose carefully. The following is a list of the menu options.

If you wish to make a same day appointment, please press 2 (TWO).

If you wish to make a follow-up appointment, a well-baby appointment, any other wellness appointment, or have a general question, please press 3 (THREE).

If you wish to request a prescription renewal or an extension to an existing referral, please press 4 (FOUR). You will be asked to leave information on an answering machine to complete your request. Please speak slowly and clearly, and spell out any uncommon or unusual names. Please provide the following: the name of the patient and their date of birth, the last four of the sponsor's social security number, a phone number to verify or clarify your request, the name and strength of the medication or the reason for the referral, and the patient's primary care manager. If you do not have all the required information readily available, please hang up and call back when you do. By providing all the requested information, we can expedite your request. Someone will return your call within 3 business days.

If you wish to cancel an appointment please press FIVE.

If you have any questions regarding the new phone system or ways of easing your appointment access, feel free to contact the Patient Advocate at 609-754-9005. If you leave a message, someone will return your call within 1 business day.