



**96 MDG**

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**96<sup>th</sup> Medical Group**  
**WARRIOR OPERATIONAL**  
**MEDICINE CLINIC**  
**Patient Guide**

Front Desk: 850-885-1005

Fax: 850-883-9790

Location: 1st floor of Main hospital, across from Einstein's Bagels

Document POC: Capt Rossel Visda

**Last updated: 27 February 2026**

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*Integrity - Service - Excellence*



# Register for MHS Genesis Patient Portal



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## MHS GENESIS Patient Portal Activation Guide



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

For customer support, please contact DMDC  
Customer Contact Center at 800-368-3665.

Go to <https://my.mhsgenesis.health.mil>

1. Select option "Create Account".



2. Select one of the following options that best describes you.



3. Provide all eligibility information and continue.



4. Click "I agree" to consent to Identity proofing.



5. You must verify your current mailing address.



6. You will receive notification that you've consented to remote proofing.



NOTE: You will remote proof using 1 of 3 random methods.

**1st Method: Financial Account & Knowledge-Based Quiz**



User must select an account type—credit card or other. When selecting **credit card**, you must enter the **last 8-digits**. When selecting **other account**, the user must enter the **full account number**.

The User must also pass a knowledge-based quiz in less than 3 minutes. The system allows 3 attempts to successfully complete the quiz.





# Register for MHS Genesis Patient Portal



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## 2nd Method: Document Upload

You will have to upload documents for Identity Verification:

- Driver's License
- Border Crossing Card
- Consular ID Card
- Employment Authorization Card
- ID Card
- Passport or Passport Card
- Permanent Resident Card
- State Department ID Card
- Etc.



Take a picture of selected documents and submit for verification. Close page. Click on verification status after waiting 1 minute to monitor status of request.



Will receive notification that upload is complete.



## 3rd Method: Knowledge-Based Quiz & Document Upload

ONLY 3 attempts to pass the quiz. Must answer within 3 minutes.

Follow 2nd method directions for document upload.

7. Verify contact information.



## Verify Two-Multi Factor Authentication (2FA)

8. User will choose phone number to receive one-time -PIN (OTP) and hit "send authentication code".

9. Enter OTP.

Data submitted is only used to verify identity at the time of remote proofing.



10. Confirm primary email address and primary phone number to make changes. User can also elect to not view this page for one year.

11. Create password. Must be changed at least every 180 days. Must be between 15 and 20 characters in length. Must contain 1 uppercase letter, 1 lowercase letter, and 1 number. Special characters are allowed but not required.



12. Setup Challenge Questions.



13. Registration Complete.



## Set up Multi-Factor Authentication (MFA)

User must work the steps to setup Multi-Factor Authentication (MFA).

Download "Authy or Microsoft Authenticator". Open app, create/add account, enter code shown in step 2 to app.



When using an authenticator app, the system will prompt user to enter the 6-digit code from the app as shown. If correct, the system displays confirmation message.



## Account Locks, Deactivations, and Suspensions

- DSL accounts can be locked for a variety of reasons to include unusual activity. Account locks can only be unlocked by DMDC. Account locks are NOT the same as account suspended or an account that has been deactivated.
- An account can be suspended due to incorrect password attempts or inactivity.
- An account can be removed due to inactivity.
- If you have unsuccessfully tried to remote proof multiple times and are now receiving error, your ability to remote proof has been suspended for 30 days. If you try again, the 30 day timelines starts over again. DMDC cannot remove the suspension on your ability to remote proof as it occurs as the data vendor site.

To un-suspend account: Log into DSL, Select Un-suspend My Account, Answer Challenge Questions and Change Password.

**NOTE:** You **MUST** complete all the steps at a single time in the time limit of 10 minutes. If you do not complete the process, you timeout, or you provided information that cannot be verified, your ability to access DSL and partner sites may be impacted. Please have documents ready **BEFORE** you start the process.

Chrome and Edge are recommended browser for optimal user experience.



# Primary Care Manager (PCM)



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| OLSEN                            | KASUNIC                                       | BROWNING                        | BLUBAUGH                       |
|----------------------------------|---|---------------------------------|--------------------------------|
| 1 FIELD INVESTIGATIONS RG DET104 | 325 LOGISTICS READINES SQ                     | 2 FIGHTER TRNG SQ               | 592 SPEC OPS MAINT SQ          |
| 1 FIELD INVESTIGATIONS RG DET106 | 350 SPECTRUM WARFARE GP                       | 24 SPECIAL OPERATIONS WG        | 85 TEST & EVALUATION SQ        |
| 96 MISSION SUPPORT GP            | 350 SPECTRUM WARFARE GP DET1                  | 24 SPECIAL OPERATIONS WG        | 96 MAINTENANCE SQ              |
| 96 SECURITY FORCES SQ            | 350 SPECTRUM WARFARE WG                       | 29 TEST & EVALUATION SQ         | 96 TEST WG                     |
| AF LIFE CYCLE MGT CE             | 492 SPECIAL OPERATIONS GP DET2                | 359 TRAINING SQ                 | Army                           |
| AF NUCLEAR WPNS CE OLNDEG        | 716 TEST SQ                                   | 372 TRAINING SQ                 | OL AFST 96 MEDICAL GP          |
| AFOSI                            | 717 TEST SQ                                   | 43 FIGHTER GENERATION SQ        | OL MLST 96 MEDICAL GP          |
| AFOSI PROC FRAUD OLO05B          | 718 TEST SQ                                   | 45 TEST SQ                      | 28 TEST & EVALUATION SQ        |
| AFOSI SPECIAL PROJ               | 753 TEST & EVALUATION GP                      | 46 TEST SQ                      | 513 ELECTRONIC WARFARE SQ      |
| AFOSI SPECIAL PROJ DET3          | 804 TEST GP                                   | 492 SPECIAL OP SPT SQ           | 96 COMPROLLER SQ               |
| AFOSI SPECIAL PROJ OLO06A        | 804 TEST SUPPORT SQ                           | 492 SPECIAL OP SPT SQ           | 96 WEATHER SQ                  |
| AF-SPEC-OPNS                     | 96 CIVIL ENGINEER GP                          | 492 SPECIAL OPERATIONS GP       | <b>BROWN</b>                   |
| DEF THR REDUCT AGY               | 96 CIVIL ENGINEER SQ (Excluding Firefighters) | 492 SPECIAL OPERATIONS WG       | 96 SURGICAL OPS SQ             |
| OL A 325 SECURITY FORCES SQ      | 96 COMMUNICATIONS SQ                          | 524 SPECIAL OPERATIONS SQ       | 366 TRAINING SQ                |
| OL AH AF LIFE CYCLE MGT CE       | 96 CYBERSPACE TEST GP                         | 53 WING                         | 96 LOGISTICS READINES SQ       |
| OL AQE AF LIFE CYCLE MGT CE      | 96 HEALTHCARE OPS SQ                          | 59 TRAINING GP                  | 96 MEDICAL GP                  |
| OL BB AF LIFE CYCLE MGT CE       | 96 RANGE GP                                   | 780 TEST SQ                     | AF MATERIEL                    |
| OL CK AF LIFE CYCLE MGT CE       | AF LEGAL OP AGENCY                            | 782 TEST SQ                     | EOD SCHOOL                     |
| OL DK AF LIFE CYCLE MGT CE       | AF OP TST EVAL CTR                            | 82 TRW/STUDENTS                 | 96 OP MED READINESS SQ         |
| OL EB2A AF LIFE CYCLE MGT CE     | AF TEST CE                                    | 850 SPECTRUM WARFARE GP         | <b>ANTON</b>                   |
| OL EZE AF LIFE CYCLE MGT CE      | AFELM JCS MCA                                 | 86 FIGHTER WEAPONS SQ           | 36 ELECTRONIC WARFARE SQ       |
| OL F SECURITY FORCES CE          | ARNOLD ENGR DEV                               | 96 DENTAL SQ                    | 388 ELECTRONIC WARFARE SQ      |
| OL IZE AF LIFE CYCLE MGT CE      | Coast Guard                                   | AF SEEK EAGLE                   | 39 ELECTRONIC WARFARE SQ       |
| OL MC AF LIFE CYCLE MGT CE       | OL A 325 COMMUNICATIONS SQ                    | AFSOC 711                       | 96 FORCE SUPPORT SQ            |
| OL NDEG AF NUCLEAR WPNS CE       | OL JAJ AF LEGAL OP AGENCY FO                  | DET 1 492 SPECIAL OP TNG GP     | AF RESEARCH LAB                |
| OL PZB AF LIFE CYCLE MGT CE      | USPHS Commissioned                            | DET 1 492 SPECIAL OPERATIONS GP | Marine Corps                   |
| OP FLT PRG CTF FT                | 16 ELECTRONIC WARFARE SQ                      | 96 AIRCRAFT MAINT SQ            | Navy                           |
| OP FLT PRG CTF FT                | 48 CYBERSPACE TEST SQ                         | 96 MAINTENANCE GP               | OL A 325 OPERATIONS SUPPORT SQ |
| AFROTC SOUTHEAST RG              | 87 ELECTRONIC WARFARE SQ                      |                                 | OL L AF RESEARCH LAB LB        |
|                                  | 325 MAINTENANCE GP                            |                                 | OL RW00 AF RESEARCH LAB LB     |
|                                  | 325 MAINTENANCE SQ                            |                                 | OL RW01 AF RESEARCH LAB LB     |
|                                  | 53 COMPUTER SYSTEMS SQ                        |                                 | 96 INPATIENT OPS SQ            |
|                                  | 53 ELECTRONIC WARFARE GP                      |                                 | 96 MEDICAL SUPPORT SQ          |
|                                  | 68 ELECTRONIC WARFARE SQ                      |                                 |                                |
|                                  | 692 CYBER OPERATIONS SQ                       |                                 |                                |
|                                  | 919 SPECIAL OPERATIONS MX                     |                                 |                                |
|                                  | AF GLOBAL STRIKE                              |                                 |                                |
|                                  | OL A 325 FORCE SUPPORT SQ                     |                                 |                                |
|                                  | OL A 325 OPERATIONS GP                        |                                 |                                |



# Squadrons not assigned to WOMC



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| FOMC                              | FMRC- JULIET OR HOTEL |
|-----------------------------------|-----------------------|
| 20 SPACE SURVEILLANCE SQ          | 33 AIRCRAFT MAINT SQ  |
| 33 FIGHTER WG                     | 33 MAINTENANCE GP     |
| 33 OPERATIONS GP                  | 33 MAINTENANCE SQ     |
| 33 OPERATIONS SUPPORT SQ          |                       |
| 40 FLIGHT TEST SQ                 |                       |
| 417 FLIGHT TEST SQ                |                       |
| 43 FIGHTER SQ                     |                       |
| 58 FIGHTER SQ                     |                       |
| 60 FIGHTER SQ                     |                       |
| Firefighters from 96 Civil Eng Sq |                       |
| 96 OPERATIONS GP                  |                       |
| 96 OPERATIONS SUPPORT SQ          |                       |

Call appropriate clinic or appointment line to schedule  
appointment:

Flight Medicine: 850-883-8270

Family Medicine Residency Clinic: 850-883-9501

Appointment line: 850-883-8600



# Walk-In Clinic



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## Clinic is available to:

All Active Duty, Active Guard/Reserve & NATO members assigned to WOMC

## Hours of Operation:

Monday – Friday 0730- 0900 & 1300-1430  
Closed Federal Holidays

## Available Medical Services

- Adult Cold
- Adult Sore Throat
- Urinary Tract Infections (UTI) – Females Only
- Suture & Staple Removal
- Vaginitis
- Pregnancy Testing\*
- Wart Removal\*\*
- Injections\*\*
  - B12
  - Depo-Provera
  - Testosterone

\* *Must have a positive home pregnancy test or menstrual cycle is >5 days late before laboratory testing can be completed.*

\*\* *Requires initial appointment with PCM before services are available during walk-in clinic hours.*



## \*Key Notes\*

Members in need of medical services that are not available at the walk-in clinic will be directed to the front desk to schedule an appointment with their PCM.

**Walk-in medical services are available by reporting to the WOMC front desk.**



# Medical Quarters



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## • Quarters Administration

- Quarters are provided to Active-Duty uniformed service members, based off sound professional judgment, for medical treatment for disease injury that does not require inpatient care.
- Supervisors may grant 24-hour quarters if deemed applicable.  
Reference: AFMAN41-210, paragraph 4.11.4

## • Length of Quarters

- Quarters are initiated by WOMC staff in the Aeromedical Services Information Management System (ASIMS) for up to, but no more than, 72- hours quarters depending on your injury or illness.
- Any additional quarters extending 72-hours **WILL** require a determination from PCM.

## • Receiving a sick slip from Nurse Advice Line (NAL)

- Members should contact WOMC via the appointment line at 850-883-8600 to discuss their symptoms and provide a copy of the NAL sick slip before quarters will be submitted into ASIMS.



**\*\*\*Please note that a sick slip from NAL is considered UNOFFICIAL quarters. Official quarters can only be issued by a supervisor or PCM.**



# Prescriptions



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## Prescription Activation for New Prescriptions

Please note prescriptions are **NOT** automatically filled after a PCM placed an order. It's the member's responsibility to activate medications for the pharmacy to fill by using one of the following options:

1. **Q-Anywhere service:** text "Get in Line" to 833-274-5398 and follow the prompts.
2. **Pharmacy Kiosks:** Pull a ticket at one of the hospital pharmacy kiosks.
3. **Phone Call:** 850-883-8000.



## Prescription Refills

To request refills, use one of the following options:

1. Call our automated refill line: 850-883-8160
  - Prescription number is required for refill requests.
2. MHS Genesis Patient Portal
  - Select "RX Refill" tab and select the medication.

**If prescription number unknown, call and speak with pharmacy representative 850-883-8000.**

**Main & Satellite Pharmacy hours:  
Mon – Fri 0730 – 1700**

**\*Prescriptions are returned to stock\*  
if not picked up within 7 calendar days. Prescription  
activation/refill process will need to be re-initiated.**

## **Need more refills?**

Call WOMC, send a Genesis patient portal message to PCM, or call appointment line to submit request



# Individual Medical Readiness Requirements



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## Individual Medical Readiness (IMR) requirements:

- Members should monitor medical readiness requirements using MyIMR.
- MyIMR has instructions for completion of all identified due and overdue requirements.

**GREEN** is good

**YELLOW (DUE)** 90-day grace period

**RED (Overdue)**



## Periodic Health Assessment (PHA) / Mental Health Assessment (MHA) process:

1. Must complete PHA Questionnaire (PHAQ) prior to clinic involvement.
  - Air Force and/or Space Force: contact BOMC (850-883-8270) or VIPRR (844-863-3236) for PHA/MHA completion
  - Other sister services: Contact WOMC (850-885-1005) for PHA/MHA completion
2. IMR requirement will be signed off after evaluation.

**MyIMR link:**

<https://asimsimr.health.mil/imr/MyImr.aspx>



# Base Operational Medicine Clinic (BOMC) Services



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## PCS Medical Clearance (AF Form 422)

- This is required for all members PCSing OCONUS and CONUS assignments with personnel processing codes that direct a medical clearance\*
- You must start the overseas PCS medical clearance process within 7 business days of assignment notification to avoid delays or cancellation of orders.

## Medical Clearance process

1. Log into MyIMR to submit a Medical Clearance request and questionnaire.
2. Report to Flight Medicine (BLDG 2750) to submit your assignment notification RIP and medical clearance memorandum or submit the documents via DOD safe.
3. For questions call the BOMC Overseas Clearances technician at 850-883-8998

**Log into your MyIMR for specific instructions for all other medical clearances (e.g., Retraining, Initial Flying Class Examinations, PALACE CHASE/PALACE FRONT, Professional Military Education Clearance)**



**BOMC contact:** 850-883-8270

**BOMC Org Box:** [usaf.eafb.96-mdg.mbx.sgxf-flight-and-operational-medicine-clinic@health.mil](mailto:usaf.eafb.96-mdg.mbx.sgxf-flight-and-operational-medicine-clinic@health.mil)



# Separation & Retirement Physical (SHPE)



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## PURPOSE

The SHPE provides a focused medical exam to address medical conditions that began or were aggravated during military service. It serves the following purposes:

- 6.3.1. Identifies medical conditions which require ongoing medical care so that applicable medical benefits will be immediately available upon separation.
- 6.3.2. Identifies any medical conditions which are unfitting for continued military service so that they can be appropriately treated and evaluated in the DES prior to separation.
- 6.3.3. Identifies any claimed conditions for processing by the VA to ensure benefits are available as soon as possible.



## Medical evaluation

Service members will schedule their SHPE exams prior to their scheduled date of separation or retirement to complete a medical examination unless medical hold is approved by AFPC/DP2NP.

**180 days prior to separation date, member will receive a virtual separation check list.**

**Please contact Wendy Moore, RN at  
850-883-8999 before filling out SHPE 2807-1 to  
ensure form is completed properly**

### Keynote

VA claim 180 days prior to separation, eliminating the need for a SHPE at the MTF. The VA Separation Health Assessment will fulfill the SHPE requirement.



# Profiles (AF Form 469)



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## Profile process:

1. Member- Schedule PCM appointment
2. Provider- After completion of appointment, provider will initiate AF Form 469 profile process, if indicated.
3. MSME & Profile Officer (if required) – Reviews, signs and approves AF Form 469
4. Commander- Reviews the PCM's recommendations regarding members' physical capabilities to determine their suitability for duty based on their current physical limitations. Commanders **must** sign and approve mobility restricting profiles. Guidance for disapproval process can be located in AFI 48-133.



## Service member's responsibility:

**It is the members responsibility to manage profile and notify their healthcare team of any changes in condition and to make any needed appointments.**

- **For Follow-Up:** Follow PCM's instructions for recovery, care, and make required appointments; Profile length is based on PCM's discretion for the severity of member's condition
- **For Self-Certify:** If PCM has indicated member should self-certify, it is the member's responsibility to do so in MyIMR within your profile timeframe .
- If condition has not improved, certify no improvement in your MyIMR and schedule a follow up **BEFORE** your profile is expired.

**\*\*\*Total processing time for the profile may take up to 7 business days. Once it has been signed by the appropriate party, it will be accessible to the member within ASIMS.**



# Fitness Restrictions



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If your Physical Fitness Assessment (PFA) is approaching and you are exempt from all components, please follow these guidelines:

Do not schedule your PFA. Report to the Fitness Assessment Cell (FAC) with your AF 469 during regular business hours, M-F, from 0530 to 1400. Member must be in uniform of the day.

If your PFA is approaching and are exempt from certain components, please follow these guidelines:

1. Complete the Fitness Screening Questionnaire (FSQ) prior to your scheduled PFA.
2. Report to the FAC with your AF 469 on the date of your PFA.
3. Proceed to complete the PFA as required.



## FAC location:

Bldg 2398, Oak Hill, across from Unity Park

## Phone:

850-882-9260

If you were unable to complete your PFA or did not pass your test due to an injury sustained during the assessment, please follow these guidelines:

1. Member will take PFA scoresheet to WOMC to schedule an evaluation.
2. PCM will evaluate concern and fill out the form as necessary.
3. Return the form to your Unit Fitness Program Manager or FAC.
4. Unit commander will validate/invalidate test score.

If your PFA is approaching but you have an injury that has not been evaluated by your PCM, please follow these guidelines:

1. Complete the FSQ prior to your scheduled PFA.
2. On the date of your scheduled PFA, report to the FAC and present your completed FSQ.
  - If any item on the FSQ identifies a condition that may affect your ability to perform any component of the fitness assessment, and there is no accompanying current AF Form 469, you are required to submit the FSQ to WOMC for a medical evaluation.
  - Your PCM will evaluate concern and complete the appropriate section on the FSQ and complete an AF Form 469, if necessary.
3. Member will return the FSQ to their Unit Fitness Program Manager (UFPM).



# Pregnancy Profiles



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## Once there is a **POSITIVE hCG** result in Genesis, a pregnancy profile will be placed.

- Members will have the following restrictions for the first 20 weeks of pregnancy when initiating the profile:
  - No carrying, lifting, pushing/pulling objects heavier than 25 lbs.
  - No standing/marching (e.g. military formation) longer than 15 minutes.
  - Member will not wear load bearing equipment or plate carrier/body armor. Law Enforcement duty belts are authorized for wear
  - Athletic shoes are authorized
- The above restrictions can be removed before the 20<sup>th</sup> week of pregnancy, but they will be reapplied at 20 weeks of pregnancy.



## After delivery, pregnancy profiles will be closed.

- Member should have an ALC-A (administrative restriction) that defers from deployment, fitness testing, abdominal circumference measurement, and Permanent Change of Station (PCS) for the initial 12 months postpartum as per DAFI36-2110: 6.18.4 & DAFMAN 36-2905: 4.1.2.2
- To obtain the ALC-A, the member is required to report to their unit's Command Support Staff (CSS) to initiate a Case Management System (CMS) request with Headquarters Air Force Personnel Center (HQ AFPC) for official update and processing
  - A Memorandum for Postpartum Service Members is available through the OB/GYN Department or WOMC. Once the form has been obtained, the member should submit it to their CSS for processing.
- Inform the Unit Fitness Monitor (UTM) of ALC-A code for deferment of fitness testing and abdominal circumference measurement applied for 12 months postpartum.



# Convalescent Leave



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## What is convalescent leave?

- It is an authorized absence normally for the minimal time essential to meet the medical needs for recuperation.

## How to initiate convalescent leave?

- Member must provide WOMC staff with written documentation from the provider recommending convalescent leave.
- This document must contain the reasoning for the convalescent leave, date of procedure and the date the expected recovery time starts and ends.



## How many days of convalescent leave can I receive?

- The unit commander approves up to 30 days based on the recommendations by either the medical facility or attending physician.
- If >30 days of convalescent leave is required, the member must provide additional documentation from the recommending provider before their active convalescent leave ends.

## When will I receive my convalescent leave from WOMC?

- Convalescent leave will be issued a week prior to expected procedure date.
- A hard copy will be left at WOMC front desk for pick up or a digital copy can be sent via MHS Genesis Patient Portal.

***\*\*\*It is the member's responsibility to submit the Convalescent Leave Form (DAF Form 988) into LeaveWeb***



# Military Leave for Pregnancy



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## Maternal Convalescent Leave (42 days)

- Leave will be initiated the day after mother is discharged from the hospital.
- If child delivery was completed at 96th MDG, member will be given form by prior to discharge.
- If child delivery was completed at a facility **outside** the 96th MDG, member should contact WOMC to inform RN staff of hospital discharge or submit
  - supporting documentation regarding discharge date.
  - A medical record request will be initiated to verify date of discharge before convalescent leave document will be provided.

## Non-birthing Parental Leave (84 days)

- This type of leave is not considered convalescent leave.
- Member will decide on the date they would like to initiate parental leave and can be used in conjunction with ordinary leave.
- This leave is approved through member's Commander not your PCM.

**Total number of leave for birthing parent: 126 days (42+84)**

**Total number of leave for non-birthing parent: 84 days**

## Birthing Parental Leave (84 days)

- This type of leave is not considered convalescent leave.
- Parental leave will be authorized after Maternal Convalescent Leave.
- Member will decide on the date they would like to initiate parental leave and can be used in conjunction with ordinary leave.
- This leave is approved through member's Commander.

## Stillborn, miscarriage/termination, or baby is given up for adoption immediately after birth

- Birthing parent will be granted convalescent leave for up to 42 days, depending on gestational age of fetus (Refer to AFMAN 41-210 Table 4.1)
- Members are advised to contact WOMC or OB/GYN for assistance.



# Referral Requests



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## • Initial Referral Requests

- All **new** specialty care referral request (e.g., Cardiology, Dermatology, etc) require an appointment with your PCM.

## • Referral Renewal Requests

- Referrals can be renewed by the WOMC clinical support staff, if indicated, without PCM appointment if members have had an appointment with their specialty provider within 365 days.
- For this request, please send a message via MHS Genesis to WOMC team, call the appointment line or the WOMC front desk

## • Dental & Optometry

- Referrals to these clinics are **not required** for Active-Duty members.
- Call appointment line or designated clinic to schedule appointments to these clinics.

**Dental:** 850-883-8324

**Optometry:** 850-883-8645



**Call the appointment line or send a secure message requesting an appointment with your PCM to discuss your requests.**



# Physical Therapy



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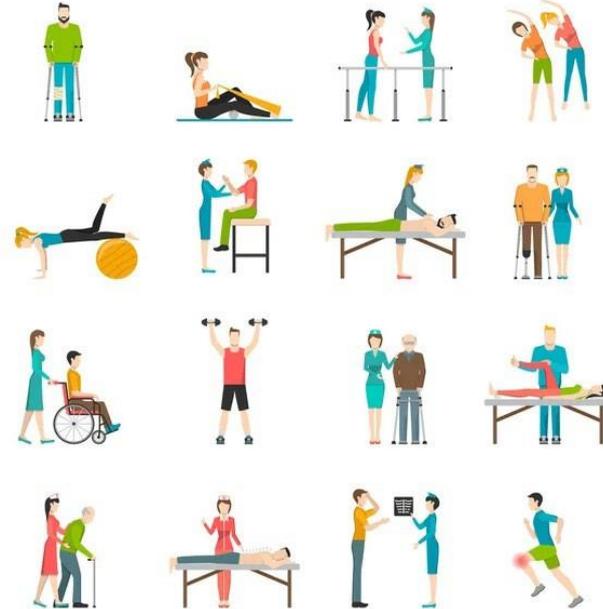
## Physical Therapy

Active-duty members can be evaluated at Physical Therapy without a referral .

- Call appointment line, Physical Therapy front desk or report to Physical Therapy to schedule appointment.

## Active Duty Physical/Occupational Therapy Clinic

- No referral required
- Walk in hours: M-Th 0800-1000
- Qualifications: acute injuries acquired  $\leq 2$  weeks
- Exclusions: Injuries related to motor vehicle accidents, head/spinal cord injuries or hand/finger injuries **\*\*\*Please schedule PCM appointment for these exclusion injuries**



### **Location:**

Enter at main entrance, pass pharmacy and lab windows, make right, then left, co-located with Pain Management clinic.

**Eglin PT/OT: 850-883-8313**



# Lab/Imaging Testing Requests



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## Requests for initial lab orders

- Requires a PCM appointment
- Off-base prescription lab orders are accepted with a paper script from off-base provider.
- Conditions that require routine labs, send requests to PCM by calling the appointment line or by sending a secure message via MHS Genesis Patient Portal.

## Laboratory

- Hours of Operation:
- Monday – Friday 0700 – 1530  
closed during Federal Holidays

## Requests for initial imaging orders

- Requires a PCM appointment
- Off-base radiology orders are accepted with a paper script from off-base provider.
- MRI, CT, ultra-sound, mammograms require patients to contact the appropriate department to schedule appointment to complete imaging.

## Imaging departments

- MRI: 850-883-8931
- CT: 850-883-8216
- Ultrasound/mammograms: 850-883-8434





# Resources for Health Disparities Among Military Personnel



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## SNAP Benefits

SNAP provides food benefits to low-income families to supplement their grocery budget so they can afford the nutritious food essential to health and well-being.

### **Qualifications:**

E-3 (three years or less) with dependents  
<https://www.usa.gov/benefit-finder>

## WIC Benefits

WIC provides free healthy foods, breastfeeding support, nutrition education and referrals to other services, expanding options for your family.

### **Qualifications:**

E-5, pregnant and/or breastfeeding, and/or 5-year-old and below dependent  
<https://www.floridahealth.gov/programs-and-services/wic/index.html>

## M&FRC Financial Education

The M&FRC offers One-on-one financial counseling & Personal Financial Readiness Program

### **Qualifications:**

Armed Forces personnel and families  
<https://eglin96fss.com/mfrc/>

## Food Pantries

A food pantry is a distribution center where hungry families can receive food.

### **Qualifications:**

Armed Forces personnel and families  
<https://www.feedingthegulfcoast.org/find-help/find-a-pantry>

## Squadron 1st Sgt

1<sup>st</sup> Sgt can provide additional funding based on identified needs.



COMMUNITY  
SUPPORT



# Understanding the Initial Review in Lieu of MEB Process



## Purpose:

- The Initial Review in Lieu of (I-RILO) package consists of a NARSUM (PCM evaluation document) and a letter from the member's Commander that is sent to AFPC/DPNMR after the AMRO/DAWG have deemed the member's condition(s) meets criteria for a medical evaluation board (MEB)



## What starts the process?

A trigger event is a condition or occurrence which may indicate a service member has a medical and/or mental health condition inconsistent with retention standards or deployability.

- Examples of possible triggering events:
  - Provider identification of duty limiting condition/s or deployment limitation/s.
  - After 12 months of cumulative assignment availability code (AAC) 31 status for the same or related issue/s, the full case must be referred to the AFPC Medical Retention Standards Branch/Directorate for Personnel Assignment Non-Line Officer Management Division (AFPC/DPANM) for review.
  - Commander requests evaluation due to inability to perform duties stemming from a potential medical or mental health condition.
  - AFPC/DPANM directed. AFPC/DPANM may identify conditions via an Annual or Modified RILO and direct the Medical Treatment Facility (MTF) to submit an I-RILO package.
  - A PCS, TDY, or Deployment Cancellation or Curtailment for a medical or mental health reason.
- Trigger events are referred to the Airmen Medical Readiness Optimization Board (AMROB) where a determination is made if the member's diagnosis, condition, or circumstances require an IRILO
  - The AMROB have the authority to
    - Refer an IRILO
    - Close AMROB referrals if criteria is not met (No IRILO-MEB needed)
    - Review a case at a later time if more information is required



# 96 MDG Mental Health Services



**96 MDG**

## Mental Health Services for AD

- Individual & group Mental Health and Substance Misuse treatment
- Psychiatry services
- Same-day walk-in services for acute mental health needs and safety evaluations
- Special Duty Evaluations
- Pre-deployment Assessment and deployment waiver evaluations

### Phone:

850-883-8373

### Walk in Crisis hours:

M-F 0730-1530

### After hour care:

Report to closest ER.

*Of note: Fort Walton Beach ER is the designated receiving facility for Okaloosa county.*

### Location:

2nd floor of the main hospital,  
next to Optometry



If you or someone you know needs support now, call or text 988 or chat at 988Lifeline.org.

988 connects you with a trained crisis counselor who can help.



# Mental Health Resources



96 MDG

## What TRICARE Covers

- Medically and psychologically necessary mental health and substance use care.
- Off-base referrals for active-duty service members and their dependents.

<https://www.tricare.mil/CoveredServices/Mental/GettingMHCare>

<https://www.tricare.mil/CoveredServices/Mental/Treatments>

## SilverCloud

This confidential, self-help wellness platform, is designed to boost resilience and give you the support you need to thrive.

- Videos, interactive tools, and skill-building activities will help you deal with life's stressors and meet your wellness goals.
- And because SilverCloud is completely online, you can use it at your own pace.
- Talk to your provider today and take the first step toward well-being with SilverCloud. Health care on your terms. Anytime, anywhere.



Scan QR code to self-enroll





# Mental Health Resources



96 MDG

## How do YOU feel?

### No/Minimal Distress

#### PREVENTION

★IOS (Integrated Operational Support) programs: OST, TN, POTFF, ART, etc.

Availability/access varies by unit

Chaplains  
850-882-2111

Military & Family Life Counselors  
571-835-6361 or 850-901-8414

★Alcohol and Drug Abuse Prevention and Treatment (ADAPT)  
850-883-9352

Friends, peers, supervisors, mentors, coaches

#### Focus areas at this level:

Self-care  
Sleep  
Exercise  
Nutrition  
Social Support  
Stress Management  
Cognitive Restructuring  
Substance use education

### Low Distress

★SHARE with a Friend or Supervisor

★IOS (Integrated Operational Support) programs: OST, TN, POTFF, ART, etc.

Availability/access varies by unit

★MilitaryOneSource.mil  
1-800-342-9647

Options: In-person counseling, by phone, or online chat

Chaplains  
850-882-2111

Military & Family Life Counselors  
571-835-6361 or 850-901-8414

AF Employee Assistance Program  
AF Civ (APF & NAF), Guard, Reserve, and Family Members  
1-866-580-9078

#### Common concerns at this level:

Sadness/Feeling down  
Anger/Frustration  
Relationship difficulties  
Job stress/School stress  
Anxious about future  
Life transition stress

### Moderate Distress

★IOS (Integrated Operational Support) programs: OST, TN, POTFF, ART, etc.

Availability/access varies by unit

★Primary Care Behavioral Health (BHOP/IBHC)  
850-883-8600/Ask your PCM

★Family Advocacy Program  
850-883-8616

Domestic Abuse Victim Advocate  
24/7 Hotline: 850-290-7389

★ADAPT  
850-883-9352

#### Common concerns at this level:

Persistent Sadness  
Major relationship changes  
Sleep difficulties  
Significant life transitions  
Anxiety affecting performance  
Notable negative events occur  
Deployment stress  
Family difficulties  
Alcohol/substance use issues

### High Distress

★Specialty Mental Health Clinic Group and Individual Therapy  
850-883-8373/  
ADAPT  
850-883-9352

★Crisis Walk-in (0730-1530)  
If after hours: Nearest ER or call 911

Military Crisis Line (24/7)  
DSN Phone Dial 118  
1-800-273-8255 (Press 1)  
Text 838255  
Chat Online at  
[www.veteranscrisisline.net](http://www.veteranscrisisline.net)

#### Common concerns at this level:

Thoughts about death/Dying  
Thoughts about suicide  
Thoughts of killing others  
Severe anger  
Persistent Depressed mood  
Lack of energy/Motivation  
Hopelessness/Helplessness  
Social isolation  
Severe nightmares  
Anxiety or panic most days  
Alcohol or substance problems

Sexual Assault Victim Advocate Local: 850-882-7272

DoD Safe Helpline (24/7): 1-877-995-5247

★These venues, under specific conditions, have the potential to report limited information to Command to ensure safety is a priority. Chaplains have 100% privileged communication and are not mandated reporters.



# References



**96 MDG**

**Fitness Restrictions-** [DAFMAN 36-2905](#)  
**IRILO-** [AFI 48-133](#)  
**Medical Quarters-** [DHA-PI 6025.26](#)  
**Military Leave for Pregnancy-** [AFI 36-3003](#)  
**Pregnancy Profile-** [AFI48-133](#)  
**Profiles-** [AFI 48-133](#)  
**Shaving Waivers-** [AFI 44-102](#) & [AFI 48-133](#)  
**SHPE-** [DAFI 36-3211](#) & [DAFMAN 48-123](#)

For updates about healthcare and readiness please visit  
<https://eglin.tricare.mil/>