

MacDill Air Force Base
COVID 19 Questions and Answers
June 23, 2020

GATE HOURS

Gate hours will be limited due to on-going COVID-19 and HPCON Charlie guidance. The base will remain in HPCON Charlie. See below.

All guests without a DoD ID will need to get a pass. (NO EXCEPTIONS)

Dale Mabry Gate: 24/7

Tanker Way Gate: Monday-Friday, 0600-1400 for commercial vehicles only

Bayshore Gate: CLOSED

MacDill Gate: CLOSED

RECOMMENDATIONS FOR EVERYONE

- Exercise diligent hand washing, particularly after touching surfaces in public. Use of hand sanitizer that contains at least 60 percent alcohol is a reasonable alternative if the hands are not visibly dirty.
- Exercise social distancing, avoid crowded spaces and stay a minimum of six feet from other persons when possible.
- Always cover your cough or sneeze.
- Avoiding touching your face (in particular eyes, nose, and mouth).
- Clean and disinfect objects and surfaces that are frequently touched

MEDICAL

Attention 6th Medical Group beneficiaries, As we see higher numbers of positive COVID 19 cases in the community, we will be altering our services to ensure the safety of our medical staff and patients. Please see the chart below and attached Pharmacy notification for service updates. As a reminder, it is imperative that when getting screened at the 6th Medical Group or Sabal Park Clinic that you notify staff if you have had close contact (within 6 feet/2 meters) with a person known or suspected to have COVID-19 and/or are experiencing any of the following symptoms: cough, difficulty breathing, shortness of breath, fever, chills, repeated shakes w/chills, muscle pain, headache, new loss of taste, smell, gastrointestinal symptoms, nausea, vomiting, and/or diarrhea in the last 7 to 10 days. As we continue to go through this pandemic we ask for your patience, understanding and cooperation.

6TH MEDICAL GROUP SERVICE UPDATES

Effective: 24 June 2020

DENTAL	<ul style="list-style-type: none">• Will only treat emergency patients and just in time deployment exams.• There will be no elective procedures at this time.
DIAGNOSTIC IMAGING	<ul style="list-style-type: none">• Select services limited to Active Duty Only (ultrasound/CT/MRI/Mammogram)• All services are restricted to urgent and acute care only (determined by PCM).• Sabal Park radiology department is closed.
FLIGHT MEDICINE	<ul style="list-style-type: none">• Will maximize the use of telehealth services for the safety of patients and healthcare professionals.• In-person care will be determined by the PCM team on a case-by-case basis.• Will continue to offer exams to meet readiness requirements; such as PHAs and Occupational Health Exams.• For additional questions, please contact Flight Medicine's front desk at 813-827-9805.
HEALTH PROMOTIONS	<ul style="list-style-type: none">• Services and classes will be offered virtually• Wellness education and numerous health tips, along with our calendar events can be found at our Facebook page (http://www.facebook.com/MacDillHAWC) or call us at 828-4739.
LABORATORY	<ul style="list-style-type: none">• Services are limited to in-house provider requests for urgent and acute care only; no scripts from outside network providers will be accepted until further notice.• All other lab services are being referred to the network.• Both LabCorp and Quest Diagnostics are TRICARE-approved laboratories. You will need to have your prescription and medical insurance card/Medicare-Medicaid card/military CAC ID card with you if you use either option. Your lab tests must be billed to your medical insurance plan (i.e., TRICARE, MEDICARE). Contact other laboratories directly to ensure they accept your insurance plan. You can find Patient Service Centers on-line for both of these laboratories for specimen collection:<ul style="list-style-type: none">- www.labcorp.com- www.questdiagnostics.com

<p style="text-align: center;">MENTAL HEALTH, FAMILY ADVOCACY AND ADAPT CLINIC</p>	<ul style="list-style-type: none"> • Walk-in services are limited; patients that do not have an appointment but require services please call 813-827-9170 for triage services and appointments. • Non-clinical activities such as public education and outreach are postponed until further notice. • To protect our staff, our clients, and their families, Family Advocacy home visits are postponed until further notice. • Treatment Teams will respect social distancing norms by involving Commands telephonically whenever possible. • Active Duty clinic patients who are not considered mission-essential should contact the clinic ASAP to discuss options for care that will not expose them to unnecessary travel or to the hospital environment. • ANAM pre-deployment assessment will continue as normal; please ensure you have an appointment before visiting the clinic.
<p style="text-align: center;">OPTOMETRY</p>	<ul style="list-style-type: none"> • Will only provide care and exams related to readiness, aviation, and occupational medicine. • All routine care that is not immediately necessary for deployments, for flying missions, or for mission-essential duties will be delayed until further notice.
<p style="text-align: center;">PHARMACY</p>	<ul style="list-style-type: none"> • For pharmacy services, please utilize the Drive-Thru Pharmacy for prescription pick-up. • To activate new electronic prescriptions please use either TRICARE On-Line Secure Messaging or leave a voice mail on the Pharmacy Phone Line 813 - 827-7910, option 1. • If you have questions, you may either stop by the Pharmacy Information Tent open each duty-day from 0800-1630 hours located at the Drive Thru Pharmacy or send a message via TRICARE On-Line Secure Messaging. • Please note the Main Clinic Pharmacy and Sabal Park Pharmacy are for empaneled patient services only. • Don't forget to check out the Medical Group Facebook Page Notes Section for Pharmacy Information (https://www.facebook.com/6thMedicalGroup/). • Please see attached word document for further details
<p style="text-align: center;">WARRIOR MEDICINE CLINIC</p>	<ul style="list-style-type: none"> • Not offering routine medical care or elective procedures until further notice. • Will maximize the use of telehealth services for the safety of patients and healthcare professionals. • Acute or urgent medical concerns will be triaged and booked an appointment as needed. • Readiness items such as deployment exams/clearance will be addressed.
<p style="text-align: center;">FOR IMMEDIATE TRIAGE OR IN CASE OF EMERGENCY PLEASE DIAL 911 OR GO TO THE NEAREST EMERGENCY ROOM</p>	

MEDICAL CONTINUED - PHARMACY

The 6th Medical Group and the MacDill Pharmacy staff remains committed to providing responsive pharmacy services during this time of heightened public health concern due to Coronavirus Disease 2019 (COVID-19).

- 1) **All new off-base prescriptions will be processed at the Drive-Thru Pharmacy on MacDill Air Force Base. Prescription services at the Main Clinic and Sabal Park Pharmacies will be limited to empaneled patients with appointments and specialty referral prescriptions.**
- 2) **If you have an urgent prescription you need filled, you have two options:**
 - **You may have it filled at a TRICARE network pharmacy** (just as you would if you needed an urgent prescription at night or over the weekend).
 - **You may present to the Pharmacy Information Tent (near the entrance to the Drive Thru Pharmacy) to request activation.**
 - Note 1: We will only process same-day prescriptions for true urgent needs such as an antibiotic, out of insulin or other life sustaining medication.
 - Note 2: We will accept paper prescriptions for urgent prescriptions issued by an Emergency Room or Urgent Care Facility.
- 3) **In accordance with Florida Law, MacDill Pharmacies transitioned to electronic prescriptions (eRx) for new off-base prescriptions.**
 - The Drive-Thru Pharmacy and Pharmacy Tent have flyers for patients and instructions to pass to their network providers.
 - Patients may activate electronic prescriptions (eRx) by the following means:
 - 1) **Secure Messaging (TRICARE On-Line)**, register here: www.TRICAREonline.com
 - 2) **Pharmacy Phone Line**: Leave a voicemail requesting activation (813-827-7910, option 1, then option 1 again)
 - Once activated new electronic prescriptions are ready in two duty days at 0800 hours for pick-up at the Drive Thru Pharmacy.
- 4) **At this time MacDill Pharmacies are not permitted to accept controlled drugs prescriptions electronically. Beneficiaries may drop off paper controlled drug prescriptions at the Pharmacy Information Tent (near the entrance to the Drive Thru Pharmacy).**
 - Once submitted new controlled prescriptions are ready in two duty days at 0800 hours for pick-up at the Drive Thru Pharmacy.
 - We are actively pursuing a waiver from the Defense Health Agency and the Drug Enforcement Agency to allow this electronic prescriptions for controlled drugs as this presents an inconvenience to our beneficiaries.
- 5) **All refills will need to be picked up at the Drive Thru Pharmacy at MacDill Air Force Base. Refill pick-up at the Sabal Park Pharmacy will be paused until further notice.**
 - Refills may be requested via;
 - The dedicated **Refill Line at 800-272-0201**
 - Please note the main pharmacy phone line (813-827-7910) will transfer you to the 800 number by pressing option 2.
 - The TRICARE on-line refill link www.TRICAREonline.com

- Refills will be ready for pick up at the drive thru pharmacy at 0800 hours, three duty days after they are called in.

6) **We highly encourage beneficiaries to sign up for a TRICARE On-Line account at**

www.TRICAREonline.com

- This platform will become increasingly important for DoD beneficiaries to efficiently access health services and as the State of Florida migrates to electronic prescriptions.
- We have information available on the 6 Medical Group Facebook Page <https://www.facebook.com/6thMedicalGroup> under the notes section.
- We also have flyers available at the Pharmacy Information Tent (near the entrance to the Drive Thru Pharmacy)

These measures are necessary because we must limit beneficiaries congregating in locations where they may potentially spread the virus. The drive thru pharmacy is the safest means to dispense prescriptions to beneficiaries.

MEDICAL CONTINUED: Questions and Answers

1. **I'm a retiree, and If my doctor sent my prescription over to base for pickup, will the base just simply forward my prescription over to Sabal Park? If so, how will I know?**

a. *The beneficiary needs to activate all new electronic prescriptions so we may prepare them for pick-up.*

i. **Activating an electronic prescription (eRx) from an off-base provider:**

1. **Option 1:** Send a secure message requesting activation via Secure Messaging option on TRICARE Online www.TRICAREonline.com
2. **Option 2:** Leave a voicemail requesting activation (**813-827-7910, option 1, then option 1 again**)
3. Directions are provided when the beneficiary uses either platform. **However, the TRICARE Secure Messaging is the primary and preferred platform which provides a confirmation.**

b. The Sabal Park Clinic Pharmacy is currently limited to services for empaneled patients. Therefore **off-base electronic prescriptions must be picked up at the drive thru pharmacy on MacDill proper.**

2. **Prescription: Can retirees, dependents, active duty pick up prescriptions on base. If so, where...Pharmacare, inside clinic? If not, where do they go to pick up prescriptions?**

a. **To reiterate, prescription services were never stopped at MacDill**, just modified to allow for safe operations during COVID-19.

- i. Active Duty members assigned to 6MDG and empaneled patients (those whose primary care provider is at either the Main Clinic or Sabal Park Clinic) may have prescriptions filled after an a medical appointment at either site. They may also request to pick-up the prescription at the Drive Thru Pharmacy.
- ii. If Active Duty members assigned to 6MDG or empaneled patients need a special order or non-formulary medication from a specialty referral please see the pharmacy at the where your primary care provider is located, either the Main Clinic or Sabal Park Pharmacy.

- iii. All refills for beneficiaries, regardless of empanelment are currently dispensed out of the Drive Thru Pharmacy M-F 0800-1700 hrs.
- iv. Non-empaneled beneficiaries new prescriptions services are provided at the Drive-Thru Pharmacy. See attached PSA with specifics on electronic prescriptions, Rx type & urgency.

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- 3. **Medical appointments: I'm a retiree and I have an appointment at the clinic on base, can I still come to the clinic on base?** YES, there are no walk-in medical services at this time, but patients with appts present at the 6 MDG screening location for facility entrance.

- 4. **COVID Testing: Whom can get tested? AD, Dependent, Retiree, GS Employee?** No changes; all eligible beneficiary categories can get tested at the 6 MDG but are medically evaluated to determine whether testing is warranted. At this time, there is no testing for asymptomatic individuals unless specific exception criteria is met.

MISSION SUPPORT GROUP - FORCE SUPPORT SQUADRON

1) WAPS Testing: What are the procedures to take my WAPS test? Testing Cycle complete. We have a couple out of cycle testers which will be completed one-on-one with appropriate CDC requirements for distancing and masks.

- CDC/DLPT testing – CDCs are offered Tuesdays at 0800 (schedule with your UTM) DLPT is offered Wed/Thurs at 0800 (schedule with Ed Center)

2) ID Cards: Is there any walk in services? What can I do if my ID card is about to expire? Appointment only for Mission Essential Services. Emergencies that will impact operations will be handled on a case by case basis by calling the MPF. Expired dependent ID cards are good until 30 Sep, and retiree ID cards indefinitely at this time.

3) ID Cards: Whom can I call if I have questions about my ID card, DEERS? Please provide a number. To request an appointment please use the RAPIDS appointment scheduler <https://rapids-appointments.dmdc.osd.mil/appointment/building.aspx?BuildingId=442&AspxAutoDetectCookieSupport=1> or email TSgt Booker lucian.booker@us.af.mil or call 813-828-2278 or 813-828-6673

4) MWR facilities: are they still open? Bowling, Arts & Crafts, Marina, Golf, ETC? any changes, Mask?

Most MWR activities will remain closed. If/when open all facilities will be required to maintain appropriate social distance and wear masks.

For a full list of specific FSS activities, please go to:

https://www.macdill.af.mil/Portals/26/MacDill_Services_Closures_23_June.pdf

SECURITY FORCES

- 1) **Can retirees come on base? Shop at BX, Commissary?** Yes, retirees can come on base for essential services but please avoid rush hour as we move to single gate operations.
- 2) **Can I get on base with a simple VA ID?** Yes, if you have a veteran health identification card (VHIC). Please stop by the visitor center if this is your first visit to accomplish required screening.