

Did a staff member go out of their way to provide you with SUPER customer service? Please help us recognize them by telling us about your experience.

- What clinic/service did you visit today? \_\_\_\_\_
- Did you have an appointment?  
(Yes / No)
- Name of staff member who provided you with SUPER SERVICE!  
\_\_\_\_\_

- Please provide a brief description of how they helped you.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name: \_\_\_\_\_

Unit Phone: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Branch of Service \_\_\_\_\_

Duty Unit: \_\_\_\_\_

Do you want someone to contact you?

Date: \_\_\_\_\_ (Yes / No)

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### Important Numbers

Appointments	707-423-3000
After Hours Urgent Care	707-423-5000
BX Pharmacy Refill Line	707-423-5345
Family Med Appointments	707-423-3792
Hospital Information	707-423-7300
Mental Health Clinic	707-423-5174
Orthopedic Clinic	707-423-7532
Patient Relations	707-423-2388
Diagnostic Imaging	707-423-7208
Women's Health Clinic	707-423-5361
DEERS Customer Svc	1-800-538-9552
TRICARE Information	1-888-TRIVEST
TRICARE Dental Program	1-800-866-8499

TRICARE Retiree Dental Program

1-888-838-8737

TRICARE Flight Beneficiary Counseling  
and Assistance Coordinators

707-423-3472 or 7921

You can book your appointments  
online at

[www.tricareonline.com](http://www.tricareonline.com)

**MEDICAL EMERGENCY**

**911**

## PATIENT NAVIGATOR

*Guiding you through the health care system*

*Mission: In peace and war, provide the best health services, education, training, and research to improve readiness, safety and health of those entrusted to our care*

### 60th Medical Group

**Normal Hours of Operation:  
Mon-Fri: 7:30 AM-4:30 PM**

Welcome to the 60th Medical Group! Our staff is dedicated to maximizing the value of your visit.

We want to provide important health information and guide you in taking care of your medical needs in an efficient and informative manner because... **Service is Our Passion**



PLEASE TEAR OFF AND DROP IN ANY CUSTOMER SERVICE FEEDBACK BOX

Ask Any "Warrior Medic" for Assistance

## Taking Care of Your Health

**Clean your hands after coughing or sneezing.** Wash with soap and water or clean with alcohol-based hand cleaners.

**Exercise** 30 minutes 3 or more times per week to help strengthen your immune system. Getting all your daily vitamins and nutrients can help ward off colds and flu.



**Having your cholesterol checked is important,** especially if you are a male age 35-65 or a female age 45-65. You can lower your cholesterol by changing your diet, losing weight, and getting regular exercise.

**Colorectal cancer** is the third leading cause of deaths from cancer. If it is caught early, it can be treated. If you are 50 or older, speak with your provider about screening for colorectal cancer.

**Nutrition:** Go to [www.mypyramid.gov](http://www.mypyramid.gov) to find out what you should be eating based on your age, gender, and activity level.

**One Less Affected By Cervical Cancer:** Cervical cancer is caused by certain types of human papillomavirus (HPV). When a female becomes infected with these types of HPV and the virus doesn't go away on its own, abnormal cells can develop in the lining of the cervix. If not discovered early and treated, these abnormal cells can become cervical pre-cancers and then cancer. Gardasil is a new vaccine for girls and young women 9 to 26 years of age for the prevention of diseases caused by HPV. Ask your provider or Immunizations for more information.

## Your Health Care Navigator Tool

Patient Notes

### Important information from my Provider

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### Medication Instructions

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### I need to go to:

- Referral Management Center (RMC)
- Radiology, Lab, or Immunizations
- Pharmacy (Activate Prescription)
- Force Health or Public Health
- Physical Therapy
- Mental Health Clinic

### My next appointment is:

### Things I need for my next appointment are:

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Please ask for a current list of your medications if changes were made.

## PATIENT FOCUS TEAM

We need your thoughts, and talents as we constantly strive to improve our services at DGMC.

Our Marketing Department is in the process of organizing a Patient Focus Team. This group will “meet” through email. The goal of this process is the ability to share ideas, make suggestions for improvements, and work together to disseminate important information within our community.

If interested, please fill out the information below.

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Contact the Marketing and Education Office at (707) 423-7477

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