



Winn Primary Care

Winn Army Community Hospital

Appointments: (571) 802-0394

24 Hour Nurse Advice Line (NAL): 1-800-TRICARE (874-2273), Opt 1

Secure Messaging: <https://patientportal.mhsgenesis.health.mil>

Welcome to Winn Primary Care at Winn Army Community Hospital! We thank you for trusting us with your health care. Our clinic is patient-centered and is a place of care where patients and family members are treated with respect, dignity, and compassion, allowing for a strong and trusting relationship between the patient and their care team. It also provides greater satisfaction to you, your provider, and your health care team.

In our clinic, you are assigned to a health care team who will work directly with you. This team will include a physician, nurse practitioner, and/or physician assistant; a nurse, medical technicians, and an administrative technician who will partner with you to help provide for all your healthcare needs. As a patient, you are an active participant in managing your health. Our shared goal is to keep you as healthy as possible. The Medical Home staff will help you to coordinate all aspects of your care, to include wellness and acute visits, providing referrals for specialty care, obtaining any results, and consulting with other providers or getting a second opinion.

Our clinic serves all ages, including newborns and children, in our 3 Family Medicine Teams (Red, White, and Blue), and children 0-18 years of age in our Pediatric Team (Outback and Safari). In addition to routine primary care services, the Military PCMH model includes additional services that we are proud to offer. These include Case Management, Clinical Pharmacist, Behavioral Health Consultant, and a walk-in Immunizations section.

Our clinic is open Monday – Friday (except Federal holidays or Training holidays), 7:30 a.m. – 4:30 p.m. For appointments you can call our appointment line at (571) 802-0394 or send your provider a secure message to request an appointment through the MHS Genesis patient portal <https://patientportal.mhsgenesis.health.mil>. To learn more about our clinic, visit us at <https://winn.tricare.mil/Health-Services/Primary-Care> or follow us on Facebook at [facebook.com/winncares/](https://www.facebook.com/winncares/). You can select or change your health care team at any time by using Humana Military at <https://www.humanamilitary.com> or by calling (888) 444-5445.

What to do in an emergency: Please call 911. Do not drive yourself to the Emergency Department. Please contact us the following business day to send a message to your Care Team at (571) 802-0394 or send us a Secure Message using the Patient Portal.

After Hours or while traveling: for healthcare needs contact the Global Nurse Advice Line at www.MHSnurseadvice.com or by dialing 1-800-TRICARE (1-800-874-2273), option 1. The Nurse Advice line is operated 24/7 by phone, web chat and video chat.

If you have relocated recently to our area please contact DEERS to update all family members' addresses and contact information at https://milconnect.dmdc.osd.mil/milconnect/public/fag/DEERS-Updating_and_Correcting_DEERS_Data or by phone 800-538-9552.

Be prepared.

To receive maximum benefit from the time spent with your healthcare team, we suggest the following tips:

- *Sign up for your local Patient Portal.* The portal gives you an opportunity to view your health information, send secure messages to your care team, and request prescription renewals. You can view your notes from clinical visits, labs and test results, make appointments and complete pre-visit questionnaires online. To sign up, please contact our clinic.
- Bring all your prescription medications, in the original containers, with you to your appointment and a list of any over-the-counter medications and supplements you are also taking and describe when, how, and how often you take each of your medications and supplements.
- Write down any questions and notes you may have in advance and feel free to bring a pen and paper to your appointments. If necessary, bring a friend or family member to your visit to help you remember answers to your questions or other details of the visit.
- Here are some questions to ask every time you talk with a doctor/provider, nurse, or pharmacist (from Ask Me 3):
 1. What is my main problem?
 2. What do I need to do?
 3. Why is it important for me to do this?
- Provide a complete and honest evaluation of your situation and concerns, even if it is difficult or potentially embarrassing to talk about.
- Let the team know if you have a current care plan and if you feel that you are making progress towards your goals or if you need further help or education.

Speak up.

- Our clinic staff respects and encourages patients and family members to speak up! Our job is to make sure you are comfortable expressing your preferences, needs, and values. Your job is to convey your preferences, needs and values. Be clear and to the point. If you don't understand fully, ask for further clarification. Your team should always use simple terms that are easy to understand and in a language you prefer.

Take charge of your health and be an informed health consumer.

- If you have a condition for longer than 6 months, learn more about your disease, treatment options, treatment plans and prognosis. Help us identify what your goals are regarding your disease and how we can help you reach those goals. Do your own research on your condition using reputable websites.
- We are partners in your care, you are an active partner. We create plans of care "with" you, not for you.
- Be aware of health fads. We encourage you to look up health information online, however, we recommend you utilize reputable sources. Ask questions and obtain clarification when needed.

Check out publicly reported data.

- All Military Health Service Facilities share information about quality, safety, access and overall satisfaction at www.health.mil/transparency. Check out our Medical Facility's data. Don't hesitate to ask questions to your health team about what they are doing to improve quality, satisfaction, safety and access.

Feedback

- We want to hear from you! Let us know about your experience and how we can serve you better by using the QR code to access the Interactive Customer Evaluation (ICE) system for Winn Primary Care Clinic.



We look forward to partnering with you on your healthcare journey!



Winn Primary Care

PROVIDERS

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Chief, Dept of Primary Care

University of Texas

Board Certified Family Practice, Emergency Medicine

Dr. Zachary Thompson, DO

Officer in Charge (OIC), Primary Care Clinic

Lincoln Memorial University DeBusk College

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- **Robert Levesque, MPAS, PA-C**
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- **Kristine Yearwood, DNP, FNP-BC**
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RIGHTS AND RESPONSIBILITIES OF THE INDIVIDUAL

This portion focuses on the patient's responsibility in their own care by knowing their rights and making decisions affecting their care.

1. How are patients informed of their rights?

A pamphlet, "Patient Bill of Rights," is available for both staff and patients throughout the facility and contains detailed information about patient rights. We give patients this booklet during the admission process. Rights and Responsibilities of the Patient are posted throughout the hospital and outlying clinics.

2. How do we protect our patient's right to privacy?

- Knock on the door before entering.
- Use privacy curtains.
- Shut doors when an exam/test is being performed.
- Provide gown/ robe to patient.
- Do not talk about patients in public areas such as dining facilities, hallways, or elevators.
- Use privacy screens on computers.

Before releasing patient information, the patient must consent.

3. How can a patient make a complaint?

- The patient can talk to the Group Practice Manager or Administrator.
- The patient can fill out an ICE comment card and place it in the comment box or utilize the ICE Website <https://ice.disa.mil/>.
- The patient can contact the Patient Advocate at (571) 802-0407.

4. How can the staff help hearing impaired or non-English speaking patients?

Our clinic offers telephonic interpreter services to include video remote or in-person American Sign Language services. Our goal is to meet your medical needs in a language that you prefer and understand.

Need to schedule an appointment?

Need to contact a nurse or a member of your healthcare team for a **NON-EMERGENT** issue or question?

Three options:

1. Contact the **appointment line** at (571) 802-0394. You can leave a message for your healthcare team nurse. Your team nurse will contact you within 72 business hours.
2. **TRICARE Nurse Advice Line:** Health care advice is available 24 hours a day 7 days a week by calling 1-800-TRICARE, option 1.
3. **MHS Genesis Patient Portal:** The patient portal is secure website for 24/7 access to your health information, including managing appointments and exchanging messages with your care teams. Your team nurse will have 72 business hours to respond to your message.

IMMUNIZATION SCHEDULE, Birth to 18 Years

Birth: HEP B

2MO: *Pediarix, Hib, PCV20, Rotarix Oral

4MO: *Pediarix, Hib, PCV20, Rotarix Oral

6MO: *Pediarix, Hib, PCV20, Rotarix Oral, FLU

12MO: Hib, PCV20, MMR, Varicella, Hep A

18MO: DtaP, Hep A

4YRS: *Kinrix, *ProQuad

11-12YRS: TdaP, HPV, MCV

16YRS: MCV

If your child is not up to date on vaccines, they can be caught up at the 9mo or 15mo visit.

Combination Vaccines

Pediarix: DTaP + Hep B + IPV

Protection from diphtheria, tetanus, pertussis, hepatitis B, and polio.

Kinrix Quadracel: DTaP + IPV

Protection from diphtheria and polio

ProQuad: MMR + Varicella

Protection from measles, mumps, rubella, and varicella.

MHS GENESIS PATIENT PORTAL

A new way to manage your health. Engage in your healthcare and be a part of your care team. MHS GENESIS Patient Portal securely connects you with your care team. With MHS GENESIS Patient Portal, you can:

- Monitor your health information
- Update your patient profile
- Request medical appointments
- Exchange secure messages with your care team
- Request prescription renewals
- See laboratory and test results

To access MHS GENESIS Patient Portal, visit:

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

ATTENTION MILITARY DEPENDENTS, RETIREES, AND DEPENDENTS:

The preferred method to create a DS Logon account is to select "Email Registration" when prompted.

IMPORTANT TIP:

If you experience issues on any of your partner sites, ensure you are using Chrome or Edge, clear your cookies, cache, and close all browser sessions. You may need to allow pop-ups. You can also refer to "Need Support?" on the logon page for more information.

REMINDER:

Don't forget to **LOG OFF** and **CLOSE** your browser.



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

DON'T FORGET TO REGISTER YOUR NEWBORN IN DEER'S

Fort Stewart DEER's Office
55 Pony Soldier Rd.
Fort Stewart, GA 31314
(571) 801-3290

Walk-in offered for Newborn Registration on
Monday, Tuesday, Wednesday, and Fridays
NO WALK-INS ALLOWED ON THURSDAYS.

What to bring:

- Birth Certificate
- Social Security Card
- Sponsor with their government issued military ID

If the sponsor cannot attend, the spouse/ legal guardian may bring DD Form 1172 to the ID card section. If the completed form is not signed in front of the DEER's authorizing/ verifying official, the signature must be notarized by a notary. A notary can be located at the JAG Office.

Complete this action as soon as possible to avoid lapse in his/ her coverage. After you have registered your child in DEER's, they will automatically enroll them in TRICARE Prime. You will have up to 90 days from birth (or court order) to change to a different TRICARE health plan.

DO NOT bring a certificate of live birth which is issued by the hospital. This is different from a birth certificate. A certificate of live birth is the first unofficial document issued upon a baby's live birth and is used for record-keeping and data entry. Once that document is processed, the government will issue the official legal document called a birth certificate.

IMPORTANT PHONE NUMBERS

Winn Appointment Line/Call Center	571-802-0394
Primary Care Clinic Front Desk	571-802-0369/0370
Nurse Advice Line	800-874-2273
Tricare East/ Humana Military	800-444-5445
Poison Control	800-282-5846
Allergy Immunization	571-801-6402
Child & Family Behavioral Health	571-802-0354/0355
EDIS (Educational & Developmental Intervention Services)	571-801-5519
EFMP (Exceptional Family Member Program)	571-801-6541/ 6542
Health Benefits	571-801-6551/ 6552
Lab	571-801-6451/ 6452
Medical Records	571-801-6239
PAD (Patient Administration Department)	571-801-6720
Patient Advocacy	571-802-0407
Pharmacy	571-802-0389
Pharmacy Refill Line	571-802-0389
Radiology	571-802-0374
Referral Management	571-802-0337
WIC	912-877-3330