



Fort Carson-MEDDAC News

Tips to make your visit at Evans a happy and smooth experience:

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- When making your appointment, ask for the exact location of the clinic you will be visiting.
- Give yourself extra time for your appointment in case there is a wait.
- If you are lost, ask anyone wearing a hospital badge for directions.
- If you don't know, don't remember, or just forgot where, when, and the time of your appointment, stop by the Patient Advocate Office. They will be happy to help you.
- Program your clinic's phone number into your cell phone. If you are running late, you can let them know right away.
- Bring things with you to make your wait easier: an iPod, book, magazine, snack, water, electronic game, crossword puzzles, etc.
- Make your child's doctors visit fun by bringing a bag of fun things to do. Make that bag to use for doctor's visits only.
- Hungry or need a gift? We have a dining facility, snack machines and a gift shop.
- Need some time to reflect? Make plans to stop by the chapel, pick up some reading material, pray, or stop by the chaplain's office to have a free cup of coffee or tea.
- If your life or the life of a loved one is not in immediate danger, make an appointment with your doctor or walk in to your clinic during regular duty hours. The Emergency Department is designed for emergencies involving life, limb or eyesight only. It is not a treatment clinic so your chances of getting a quick visit are slim. National average waits in an Emergency Waiting Area are anywhere from one to three hours, depending on volume and emergency.
- Make your time with a medical provider count by asking pertinent and to-the-point questions. Write them down before your appointment.



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- Nurse Case Managers may be available to help you manage your care better. They are especially useful if you have a lot of health issues going on.
- The pharmacy's peak hours are from 11 a.m. to 1:30 p.m., Monday through Friday. Coming in early or towards the latter part of the afternoon may mean you wait for a shorter period of time. . The main pharmacy is opened on Saturdays until 4 p.m.
- If someone does not understand your intentions, emotions, or what you're saying, try not to get mad. Ask to speak to a Patient Advocate or supervisor who may be able to help.
- What is ROFR? Right of First Refusal is about referrals. Even if you are referred elsewhere for care, if we can provide those services here at Evans, we have the right to require that you get care here. If you go to the network, TRICARE may not pay the bill.
- Tell us how you feel by filling an ICE Comment Card every chance you get. If someone was specially caring and helpful, we want to know.
- If you receive an Army Provider Level Satisfaction Survey in the mail, please fill it out and send it back right away. Your quick response on APLSS helps our hospital gain funding that allows us the opportunity to hire more positions.