



# 10TH MEDICAL GROUP COVID-19 SERVICES SUMMARY



As of 16 November 2020

**HPCON  
B**

**Access to Care Line:  
(719) 524-2273  
30-45 Minute Wait Times  
Use [www.tricareonline.com](http://www.tricareonline.com)**

**Who We Test:**  
- Symptomatic AD/enrollees/on-base civilians  
- Asymptomatic exposures who work/live on-base –  
do **NOT** test asymptomatic exposures otherwise

**Off-Base Testing Locations:**  
<https://www.elpasocountyhealth.org/covid-19-testing-information>

| Clinic/ Department              | Beneficiaries Treated                                           | Services Not Available                                                              | COVID-19 Adjustments                                                                                                                                          |
|---------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pharmacy                        | All                                                             | N/A                                                                                 | Separate waiting area in TPF-1. New phone line: 719-333-6337                                                                                                  |
| Laboratory                      | Only patients seen at the MTF                                   | Off-base provider orders                                                            | May be asked to distance away from waiting area when arriving                                                                                                 |
| Radiology                       | MRI – Active Duty only                                          | MRI/CT-no contrast                                                                  | None at this time                                                                                                                                             |
| Dental Clinic                   | Active Duty/Cadets                                              | Cleanings, mouth guards, non-emergent/urgent treatment                              | Required symptom screening conducted at Cadet Med prior to entering Dental Clinic - limited services during COVID-19                                          |
| Cadet Medicine/ Sports Medicine | Cadets only                                                     | N/A                                                                                 | Separate COVID care – use access to care line for concerns of symptoms/exposure                                                                               |
| COVID Clinic (TPF-1)            | All                                                             | Peds (Ages 0-16)                                                                    | Not testing asymptomatic patients who do not live or work on USAFA                                                                                            |
| Active Duty/ Warrior Clinic     | Active Duty only                                                | N/A                                                                                 | COVID-like symptoms triaged and seen in TPF/not main facility                                                                                                 |
| Flight Medicine                 | Enrolled Active Duty only                                       | N/A                                                                                 | Separate COVID care – use access to care line for concerns of symptoms/exposure                                                                               |
| Family Health                   | Enrolled patients/ prime only                                   | N/A                                                                                 | COVID-like symptoms triaged and seen in TPF/not main facility                                                                                                 |
| Internal Medicine               | Enrolled patient only                                           | COVID-Like Symptoms/Testing                                                         | Staff shortages and performing telehealth only until 27 Nov - COVID-like symptoms not seen at MTF – sending out treatment/testing off-base                    |
| Pediatrics                      | Enrolled patients/ prime only                                   | COVID-Like Symptoms/Testing                                                         | COVID-like symptoms not seen at MTF – sending out treatment/testing off-base                                                                                  |
| Allergy                         | Cadets/established patients only                                | Emergency care, Celiac disease, Migraines                                           | Appointments on Thursdays only, maintenance dose patients to follow up every 4-6 weeks                                                                        |
| Audiology                       | Active Duty/Cadets/Prime (age 4-64)                             | Retiree at-cost hearing aids, vestibular testing                                    | Less appointment supply to space waiting area/physically distance clinic staff                                                                                |
| BHOP/Behavioral Health          | All Prime enrolled to MTF (age 18+)                             | Peds, Eating disorders, neuropsych testing, med mgmt.                               | Increased virtual care – ask for a virtual/telephone visit to prevent a trip to our clinic                                                                    |
| Cardiology                      | Active Duty/Prime/T-Plus (age 18+)                              | Stress Tests, Transthoracic Echocardiogram, Tilt Tables                             | Part-time provider performing clinic one day per week (limited access)                                                                                        |
| Chiropractic                    | Active Duty – Peterson/Schriever/USAFA only                     | N/A                                                                                 | Less daily appointments to physically distance staff and patients                                                                                             |
| Dermatology                     | Cadets/established patients only                                | N/A                                                                                 | Limited clinic due to staff availability                                                                                                                      |
| ENT/Otolaryngology              | Active Duty/Prime/T-Plus                                        | TMJ                                                                                 | None at this time                                                                                                                                             |
| Gastroenterology                | All                                                             | Symptomatic                                                                         | Non-symptom screening/colonoscopies only                                                                                                                      |
| General Surgery                 | All                                                             | Cysts, thoracic, transplants, vasectomy, bariatric, plastic                         | None at this time                                                                                                                                             |
| Immunizations                   | All                                                             | Walk-ins starting on 1 December 2020                                                | No walk-ins beginning 1 Dec 20 – book via PAS or <a href="http://www.tricareonline.com">www.tricareonline.com</a> – exception is day of scheduled appointment |
| Mental Health                   | Active Duty/Cadets Only                                         | N/A                                                                                 | Maximizing virtual appointments-ask your provider for a virtual appointment                                                                                   |
| Neurology                       | All                                                             | EMG                                                                                 | Delayed appointing/referral processing due to limited staff                                                                                                   |
| Nutritional Medicine/Dietitian  | All enrollees                                                   | Bariatric counseling                                                                | Maximum virtual visits/telephone-based care                                                                                                                   |
| Occupational Therapy            | Active Duty/Active Duty Family Members                          | Pediatrics, Long term rehab, Psychiatric, Work Status Eval                          | None at this time                                                                                                                                             |
| Ophthalmology                   | All (age 18+)                                                   | Retinal surgery, Peds, Pregnancy                                                    | Delayed surgery scheduling due to limited staff                                                                                                               |
| Optometry                       | Active Duty/Cadets only                                         | N/A                                                                                 | Book online at <a href="http://www.tricareonline.com">www.tricareonline.com</a>                                                                               |
| Orthopedics                     | All                                                             | Oncology, developmental issues, autoimmune disorders                                | None at this time                                                                                                                                             |
| Physical Therapy                | Active Duty/Active Duty Family Members/Enrolled Post operations | Neurologic conditions, women's health, developmental peds, pelvic floor, vestibular | None at this time                                                                                                                                             |
| Podiatry                        | Active Duty/Prime (age 5-64)                                    | Non active duty orthotics                                                           | Limited services due to staff availability                                                                                                                    |
| Pulmonology                     | Active Duty/Cadets only                                         | Methacholine and Exercise PFT                                                       | Limited services during COVID-19                                                                                                                              |
| Women's Health                  | Active Duty/Cadets/Active Duty Family Members                   | Acute issues-leave T-CON/book with PCM                                              | Maximizing virtual care – leave secure message at <a href="http://www.tolsecuremessaging.com">www.tolsecuremessaging.com</a>                                  |