

## DENTAL CARE

Dental exams are by appointment only for active duty members and are required annually within 30 days of your birth date. Appointments for dental cleanings are scheduled at six month intervals.

To schedule a cleaning with the hygienists or a dental exam with our Dental Officer, please contact the Medical front desk at (503) 861-6240.

The Dental Clinic does not provide services to family members. Eligible family members use a MetLife® Dental provider. Available Dentists can be found at <https://employee dental.metlife.com/dental/public/SearchDentist.do> or you may call (855) 638-8371 to speak to a MetLife® customer service representative.

As part of the Patient Centered Wellness Home, the Sector Columbia River Dental Clinic provides primary care services for active duty personnel. Each active duty member will be part of an internal Dental Team that will attend to your healthcare needs.

Dental Home Team Members Are:

- CAPT Christopher Bennett – Dental Team Leader
- Brandi Mayhugh – Dental Hygienist
- Melissa Perry – Dental Assistant

You may reach your Dental Team Members via e-mail or by calling (503) 861-6243.

## TRICARE SERVICES

TRICARE at 1-877-988-9378 or <http://tricare.mil/>

Main information regarding TRICARE and enrollment can be sourced through either calling TRICARE or going online.

Signing up on [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com) is a quick and easy way to find providers, monitor referrals, authorizations and access to your Explanation of Benefits (EOB). Additional information regarding provider searches and the mail order Pharmacy program is available on the web at

**DEERS:** Incorrect DEERS information may cause delays in receiving referrals and cause claims to be processed improperly resulting in you or your dependents being charged for covered medical benefits. Please update your address and dependent information at Sector Personnel Office upon reporting aboard AND with any subsequent changes at: [www.tricare.mil/deers](http://www.tricare.mil/deers)

### **Advance Directives (Living Wills)**

CG health care facilities are not required to provide such information under the law. You may contact your unit Legal Officer for further assistance.



USCG Sector Columbia River

Health Services Clinic

2185 SE 12<sup>th</sup> Place  
Warrenton, OR 97146  
Tel: (503) 861-6240  
Fax: (503) 861-6358

Clinic and Medical Information:

<http://www.uscg.mil/d13/sectcolrv/services/medical.asp>

## GRIEVANCES

All grievances or requests to change primary care managers will be addressed by the Health Services Administrator, [HSC Jeff Borup](#) at (503) 861-6240. You are also welcome to attend one of our quarterly scheduled Patient Advisory Committee (PAC) meetings, a forum utilized to address patient needs and concerns. Contact the front desk for information on the next scheduled PAC meeting.

*USCG Sector Columbia River*

## *Health Services Clinic*



**“Providing Quality Health Care  
for our Coast Guard Family”**

### MISSION STATEMENT

Our mission is to provide the highest quality healthcare to our active duty and reserve with a primary focus on operational readiness, mission support, and patient satisfaction by delivering superior, responsive and comprehensive health services, supporting individual wellbeing and the full range of CG Missions.

**Welcome to the  
Sector Columbia River Health Services  
Clinic**

**PATIENT CENTERED WELLNESS HOME**

A Patient Centered Wellness Home Model is a team of medical and dental providers and support staff who deliver services for total healthcare, surrounding the patient with support to accomplish wellness goals. This healthcare model will include and coordinate the disciplines of medicine, dentistry, pharmacy, family support, work-life, and safety, forming the Patient Centered Wellness Home. Each patient is expected to actively participate in developing individualized health and wellness directives and goals with their assigned team.

**CLINIC SCOPE OF PRACTICE**

Your Clinic Team will attend to your healthcare needs. Coast Guard Sector Columbia River Medical/Dental department provides services and support functions for Sector units as well as other local Coast Guard units. The medical facility at the Sector services all active duty personnel within the Sector coastal area of responsibility. It also provides a limited amount of care to reservists. The medical facility is a limited service medical and dental clinic. If the clinic cannot handle the nature of the medical or dental ailment, the patient may be referred to Columbia Memorial Hospital in Astoria, Providence Medical Group in Seaside, and Madigan Army Medical Center in Tacoma, WA. or to another local doctor/dentist. In some cases patients may get referred to a TRICARE network doctor in Portland. Patients are seen for routine and acute care by appointment only and may be scheduled by calling or visiting the front desk.

We encourage you to address any questions concerning your care to the Medical Team Members listed or by contacting the front desk at (503) 861-6240 or via e-mail. **Your concerns and questions are important to us.** Your Medical Team Member will promptly consult with your provider and either answer your questions or schedule you for a visit.

**Hours of Operation**  
**0730 – 1600**  
**Monday through Friday**  
**Limited Operations on Wednesday Afternoons**

**AFTER HOURS CARE**

Team Columbia River maintains a 24 Hour on-call service to address urgent care needs. All active duty personnel are responsible for contacting the Team Duty HS after hours prior to seeking urgent/non-life threatening care. You may contact the Team Duty HS at **(503) 338-8751**.

**EMERGENCY CARE – Call 9-1-1, or go to the nearest Emergency Department** as soon as possible. Notify the Duty HS and Command of the emergency room care and/or admittance to the hospital.

**RESOURCES**

<b>ON/OFF BASE EMERGENCY:</b>	<b>911</b>
<b>Appointments / Front Desk</b>	<b>(503) 861-6240</b>
<b>Team Duty HS</b>	<b>(503) 338-8751</b>
<b>Nurse Advice Line</b>	<b>1-800-874-2273, Option 1</b>
<b>Clinic Supervisor:</b>	<b>(503) 861-6422</b>
<b>Clinic Administrator</b>	<b>(503) 861-6244</b>
<b>Physical Exams Appointment Line</b>	<b>(503) 861-6240</b>
<b>TRICARE (West region)</b>	<b>(877) 988-9378</b>
<b>Seattle Work-Life</b>	<b>(206) 217-6786</b>
<b>Child Development Specialist (Kelly Smitherman)</b>	<b>(503) 861-6242</b>
<b>Express-Scripts Pharmacy</b>	<b>(877) 363-1303</b>
<b>Active Duty Dental Plan</b>	<b>(866 ) 984-2337</b>
<b>MetLife Dental Plan (dependants)</b>	<b>(855) 638-8371</b>
<b>CG SUPRT (EAP)</b>	<b>(855) 444-8724</b>
<b>Unit's Ombudsman: <u>Mrs. Chelsea Billings</u></b>	
<a href="mailto:SectorCROmbudsman@gmail.com">SectorCROmbudsman@gmail.com</a>	

**HEALTH CARE PROVIDERS**

**Team Sector Columbia River:**

**Medical Home Team**

- LCDR Philip Wixom (Flight Surgeon)
- LT Chris LaFramboise, PA-C
- HSC Jeffery Borup (Health Services Administrator)
- HS1 Michael Henry (Clinic Supervisor/Pharmacy)
- HS2 Amanda Sherman (Physical Exams/ Outpatient)
- HS2 Jacob Smith (Physical Exams)
- HS3 Ivan Gonzales (Outpatient Care)
- HS3 Renee Brown (Outpatient Care/ Lab)

**Dental Home Team**

- CAPT Christopher Bennett (Dental Officer)
- Brandi Mayhugh (Hygienist)
- Melissa Perry (Dental Assistant)

**PHYSICAL EXAMINATIONS**

A full range of required physical examinations are provided by appointment. You will be contacted via e-mail no later than 30 days prior to your birth month for PHA and Aviation physicals. For all other types of physicals, please contact the Front Desk at (503) 861-6240 to inquire as to availability and scheduling.

**PHARMACY SERVICES**

Sector Columbia River Clinic has a limited capability Pharmacy with the ability to provide prescriptions for emergent and acute care needs. Routine prescriptions and chronic medications will be filled through civilian, TRICARE approved, pharmacies or through the Mail-Order Pharmacy program. The Pharmacy does offer a well stocked Over-The-Counter (OTC) program. We strongly encourage use of this benefit. Families are limited to 2 items per week. All aviation personnel should consult their Medical Team Members prior to taking any medication that may impair their abilities.