

Group Practice Manager  
22d Medical Group

**MCCONNELL AFB, KANSAS** -- Our goal at the 22d Medical Group is to meet the healthcare needs of you and your family by providing the best possible medical care and access to our services.

In order to provide the appointments needed for our enrolled patients and their families, we need your help in preventing no-shows. Last minute cancellations and/or not showing up for your scheduled appointments have a negative impact on everyone's access to services and can adversely affect the readiness mission.

In FY 2014, there were 2,624 missed appointments at the 22 MDG, valued at roughly \$301,760. This value not only represents lost productivity, but also significant wasted resources that could be better used elsewhere. We understand that unforeseen circumstances may sometimes occur resulting in missed appointments, but when you "no show" for an appointment it can not only negatively affect your medical readiness, but also prevents your family or colleagues from getting a needed appointment, perhaps for an urgent issue.

To decrease the amount of no-shows, the 22 MDG appointment reminder system calls patients one day prior to their scheduled appointment. If you get this call and you no longer need the appointment, please either select option two when prompted, or call us in the morning so we can make that appointment available to someone else.

Please note however, that it uses the most current phone numbers listed in the Defense Enrollment Eligibility Reporting System (DEERS), so it is critical to update your local phone number in DEERS. You can update your information by calling (800) 538-9552.

Help us take care of you and your family by canceling in advance so that your appointment can be offered to another patient. You can cancel by contacting the 22 MDG central appointments line at DSN 759-6300, or you can cancel your appointment using [www.tricareonline.com](http://www.tricareonline.com), regardless of whether or not you used TRICARE Online to book your appointment. Additionally, if you are enrolled in MiCare, you can also take advantage of emailing your provider and his/her team directly.

As we improve our processes, we welcome your feedback. Thanks for helping us take care of you and your family. To provide feedback, contact 1Lt Aden Acklin, 22 MDG Group Practice Manager at 759-2717 or [aden.acklin.1@us.af.mil](mailto:aden.acklin.1@us.af.mil).