



**DEPARTMENT OF DEFENSE
TRICARE NORTHEAST
OFFICE OF THE LEAD AGENT
6900 GEORGIA AVENUE, NW
WASHINGTON, DC 20307-5001**

OCT 19 2001

MEMORANDUM FOR TRICARE NORTHEAST MTF COMMANDERS

SUBJECT: Primary Care Appointing

Appointing Prime patients to the primary care clinic to which they are enrolled is a critical success factor in meeting patient satisfaction and meeting TRICARE access standards. Effective immediately, any appointing clerk (MTF or Sierra Military Health Services) attempting to book a Prime patient in their primary care clinic for an ACUT or ROUT appointment will ignore attempts or authorization to create an MTF book only situation using the appointing standardized nomenclature, e.g. ACUT\$, ROUT\$. All clerks will follow primary care appointing business rules, attempting to book the patient first with their PCM, then the PCM team and finally other appropriate providers in the clinic.

Any appointing clerk attempting to book a Prime patient in their primary care clinic for an ACUT appointment will use any available ACUT or ROUT appointing slot within 24 hours. MTF Commanders, clinic managers and appointment templates coordinators are encouraged to proactively plan for and manage the availability of appointments before the start of each clinic business day for the enrolled population for which they are accountable.


HAROLD L. TIMBOE
MG, USA
Lead Agent

cc: Sierra Military Health Services