

Community Concerns

MEDDAC-B

19-28. “Pediatricians on post consistently recommend medications/remedies that are not prescribed by the pharmacy. They tell parents to go to the commissary and more often than not the item isn't sold there.”

The medications that are available at the pharmacy are on a list called the formulary. We will make sure that our pediatricians re-familiarize themselves with this list. We also encourage our patients to utilize the secure messaging function of TRICARE on line to facilitate active communication with their provider. This will minimize the chance of miscommunication between provider and patient. This is the link for "secure messaging" <https://tricare.mil/securemessage>.

DES

19-29. “How can a community member, regardless of the neighborhood on or off post, report a pet owner for not being responsible for their animals according to German law and garrison policy? There are always pets off leash that run up to people or other dogs and it could cause a serious incident. Safety!”

Individuals should report such incidents to the Housing Office and/or local Vet Clinic. They can also report directly to the Polizei (if off post) or to the local MP Desk (particularly after hours). If someone reports to the MP Desk, we then notify the pet owner in violation and the his/her chain of command.

Community Concerns

DFMWR

19-30. “CYS/CDC only looks at placing children 1 month out from the request for care date. The policy is not clear nor are parents informed if they do not ask. Parents are only able to plan two weeks before returning to work. Not sufficient time to secure child care. Huge readiness”

Military Child Care (MCC) is the DoD-wide on-line waitlist management system. The system organizes our waitlist in two categories: Immediate Demand (care needed < 30 days) and Projected Demand (care needed > 30 days). Patrons register their need via this system, and are assigned a priority of care within these categories based upon criteria established by DoD, examples follow (full list is attached):

PRIORITY 1: *Combat Related Wounded Warrior (1A); CYS Direct Care Employee (1B); Single/Dual Active Duty (1C); Active Duty Sponsor with Working Spouse (1D); Single/Dual Working DoD Civilians (1E)*

PRIORITY 2: *Active Duty Sponsor with Spouse Seeking Employment (2); CYS Direct Care Employee with Spouse Seeking Employment (2); DoD Civilian with Spouse Seeking Employment*

PRIORITY 3: *Active Duty with Student Spouse (3); CYS Direct Care Employee with Student Spouse (3); DoD Civilian with Student Spouse (3)*

SPACE AVAILABLE (SA): *Active Duty with Non-Working Spouse (SA); CYS Direct Care Employee with Non-Working Spouse (SA); DoD Civilian with Non-Working Spouse (SA)*

Due to the priority system, we are unable to tell parents accurate positions on the waitlist since they can be bumped to a lower position at any time by a higher priority patron. CYS begins placements one month out to ensure we follow placement priority, and prevent us from having to bump a lower priority families from care, when a higher priority child comes into the community.

Forecasting vacancies can be tricky, because patrons are required to provide only two-week notice when ending care! In response, CYS has implemented an incentive program for providing greater than 30 day notice of termination by giving patrons a 10% discount on their final bill to encourage patrons to provide early notification.