

Our Patients

WE REMAIN FOCUSED ON YOU!

- Healing our nation's heroes continues to be our first priority. And during the administrative furloughs, we will continue to meet our operational requirements in support of our warfighters and their families at our hospital and five branch health clinics in Florida and Georgia.
- Because it is critical that the decreased staffing caused by the furloughs not compromise our ability to provide our patients with safe, high-quality care, some non-emergency, non-urgent care may be delayed or referred to the TRICARE network. Patients may also experience longer than usual wait times.
- To help mitigate impact on access to care, our military staff will be redistributed and civilian staff furlough days will be staggered to align with patient care needs.
- As with all of Navy Medicine, our changes are focused on those services with the least patient impact.

Q&As

Q. What services will Naval Hospital Jacksonville (the hospital and branch health clinics) continue to provide? What services will change?

A. All services at our hospital and branch health clinics will continue. Because it is critical that the decreased staffing caused by the furloughs not compromise our ability to provide our patients with safe, high-quality care, some non-emergency, non-urgent care may be delayed or referred to the TRICARE network. Patients may also experience longer than usual wait times.

Q. Will the reduction in staff affect NH Jacksonville's ability to deliver safe care?

A. No. The decrease in staffing is not expected to compromise our ability to provide safe and high-quality patient and family-centered care.

Q. What if I have an emergency? Will there be any changes in the hospital's ER? Will the base ambulance service continue?

A. As always, in an emergency, call 911 or go to the nearest emergency room.

Hospital only: For patient living aboard or near NAS Jax, ambulance service is available 24/7 at 904-542-3333. The hospital's emergency room will remain open 24/7 for emergencies.

Q: What is considered an emergency?

A: Emergencies are a medical, maternity or psychiatric condition that would lead someone with average knowledge to believe that a serious medical condition exists; that the absence of immediate medical attention would result in a threat to life, limb or sight; severe painful symptoms that require immediate attention to relieve suffering; or when a person is at immediate risk to self or others. You do **not** need to call your PCM or TRICARE to get emergency care. Examples of emergencies include severe bleeding, chest pain, severe eye injury, broken bone, inability to breathe, spinal cord injury or no pulse.



Q: What is considered urgent?

A: Urgent care is for conditions such as a minor cut, sprain, migraine, earache, rising fever or urinary tract infection. As always, for urgent care, TRICARE Prime members need to call our Appointment Line at 800-529-4677 or contact your Medical Home Port team.

Q. What if I (or my child) get sick or have a minor injury, but it's not an emergency? What about urgent care? During working hours? After-hours & weekends?

A. Acute/urgent care for things like a minor cut, sprain, migraine, earache, rising fever, or urinary tract infection will continue to be available from your Medical Home Port care team.

Appointing Info by Location:

DURING BUSINESS HOURS

For appointments or clinical advice, patients can call their local Appointment Line:

Hospital, BHC Kings Bay and BHC Mayport: Call (800) 529-4677 or (904) 542-4677, weekdays from 7 a.m. to 4 p.m. Patients with a referral from their PCM to a specialty clinic at the hospital can call weekdays from 7 a.m. to 6 p.m.

BHC Albany: Call (229) 639-7884/7886, weekdays from 7:30 a.m. to 4 p.m.

BHC Jacksonville: Call (904) 546-7094/7095, weekdays from 7 a.m. to 4 p.m.

BHC Key West: Call (305) 293-4834/4850/4851, weekdays from 7:30 a.m. to 5 p.m.

EVENINGS, WEEKENDS AND HOLIDAYS

For after-hours nurse advice, all patients—no matter what location—should call (800) 529-4677.

Q. What about the appointments I have scheduled?

A. While we will do everything possible to support all existing appointments, some non-emergency, non-urgent care may be delayed or referred to the TRICARE network. If you have an existing appointment, you may experience longer than usual wait times. We ask for your understanding during this time.

Q. Can I get routine care from another source during the furloughs/budget cuts?

A. Consult TRICARE with any questions about routine care from sources other than your Primary Care Manager (PCM). If you are TRICARE Prime and you don't get a referral for care delivered by someone other than your PCM, you **will be billed** under TRICARE's more costly point-of-service option. Contact TRICARE at 800-444-5445 or www.humana-military.com or your local TRICARE Service Center. In Jacksonville, this is off base at 1210 Kingsley Avenue, Suite 1, Orange Park. At the other branch health clinics, the TRICARE Service Center is located aboard the clinic.



Q. How can increased referrals to the TRICARE network decrease the budget deficit? Isn't it just passing the buck?

A. Sending care out to the TRICARE network does not save money in the long run.

Q. What about the surgery I have scheduled?

A. Surgical services will continue – including urgent/emergency surgery and cesarean sections. Scheduling of new procedures will be based on necessity and availability, with elective surgeries delayed or referred to the TRICARE network. Patients should contact their surgeon to check the status of any planned surgery.

Q. I'm receiving ongoing care from several clinics at NH Jax for a medical condition. What do I do to get continuing care?

A. NH Jax will do everything possible to support all existing appointments. With the reduced staff, patients may experience some delays.

Q. What if I need to be admitted to the hospital? Is Admissions open 24/7? Are the inpatient units open? What if I have a family member who is currently an inpatient in the Multi-Service Unit (MSU) or the Intensive Care Unit (ICU)—will they be able to stay? Will I still be able to visit?

A. There are no changes to our inpatient services -- including caring for patients in the Multi-Service, Intensive Care, Labor & Delivery and Maternal Infant units. Current patients will remain and visitor guidelines remain the same.

Q. I'm an expecting mom. How do I get prenatal care? What if I go into labor? What about the c-section I have scheduled? Will my family still be able to visit me and my new baby? Will I still be able to see a lactation consultant?

A. We will continue to provide all maternity services -- prenatal care, labor and delivery, natural and cesarean delivery, and post-partum care for moms and babies. Families can visit, just as always. Lactation consultant services will be provided.

Q. Can I get my new and existing prescriptions filled?

A. The only anticipated change in our pharmacy services is that we will no longer provide over-the-counter and non-formulary medications. You can also sign up for TRICARE Pharmacy Home Delivery at www.tricare.mil/homedelivery.

Q. Can I use the telephone refill system?

A. Yes. Refills will be processed as usual (including maintenance and non-urgent medications) and available at the hospital's Satellite Pharmacy (at the NEX Exchange) and at the Branch Health Clinic's pharmacies.



Q. I'm active duty; will medical readiness services stay open?

A. Yes. Maintaining the medical readiness of our active-duty personnel remains our priority with all services available to meet those needs.

Q. Will military sick call be open?

A. Yes, military sick call will continue at the hospital and five branch health clinics.

Q. Can I call Central Appointments (now called Appointment Line) and the After-Hours Nurse Advice Line?

A. Our Command Appointment Line continues to operate with after-hours nurse advice available to patients at each of our facilities by calling 800-529-4677. As always, for any emergencies, please call 911 or visit your closest emergency room.

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Q. How do I contact TRICARE?

A. Contact TRICARE at (800) 444-5445 or www.humana-military.com or your local TRICARE Service Center. In Jacksonville, this is off-base at 1210 Kingsley Avenue, Suite 1, Orange Park. At the other branch health clinics, the TRICARE Service Center is located aboard the clinic.

Q. Is there any impact on TRICARE programs such as TRICARE Pharmacy Home Delivery?

A. No, these services remain functioning as usual. To sign up for home delivery, go to www.tricare.mil/homedelivery.

Q. We've just PCS'd to the area, and our child needs a check-up and immunizations before she can start school. And I need some prescriptions filled, but haven't seen an NH Jax provider yet. Where do we go?

A. As with any move, go to the TRICARE Service Center or TRICARE Health Benefits Advisors to transfer to a new Primary Care Manager (PCM).



Q. Will Medical Home Port Online secure email continue?

A. Medical Home Port Online secure email is still available (at www.relayhealth.com or www.med.navy.mil/sites/navalhospitaljax) and is a great way to engage with your Medical Home Port care team at the hospital or branch health clinics on non-urgent care needs – including requesting appointments, medication refills and lab results.

Q. Will volunteer services continue? (American Red Cross, Retiree Liaison, Pet Therapy “Canine Corps”)

A. Yes, volunteer services will continue.

Q. What if I’m not sure how to access care, or I have other questions—who do I call?

A. You have several options:

1. Call Appointment Line:

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3. Call hospital and branch health clinic quarterdecks:

Hospital: (904) 542-7300

Branch Health Clinic Albany (aboard Marine Corps Logistics Base Albany): (229) 639-7886

Branch Health Clinic Jacksonville (aboard Naval Air Station Jacksonville): (904) 542-3500

Branch Health Clinic Key West (aboard Naval Air Station Key West) (305) 293-4600

Branch Health Clinic Kings Bay (aboard Naval Submarine Base Kings Bay): (904) 270-4446

Branch Health Clinic Mayport (aboard Naval Station Mayport): (904) 270-4446

