

# 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 NH Jacksonville (the hospital and branch health clinics) continue during the government shutdown? What will change?**

**A.** At this point, there should be no disruptions in services and hours of operation, just longer than usual wait times in our clinics and pharmacies. This will likely change if an appropriations bill is not passed in the near future.

**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. For patients 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 the command Appointment Line at 800-529-4677 or contact your Medical Home Port care team.

*Appointments 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, 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.** Existing appointments will be supported. You may, however, experience long than usual wait times. We ask for your understanding during this time.

**Q. Can I get routine care from another source during the shutdown?**

**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](http://www.humana-military.com) or your local TRICARE Service Center. In Jacksonville, this is off-base at 769 Blanding Blvd., Orange Park. At the other branch health clinics, the TRICARE Service Center is located aboard the clinic.

**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.

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

**A.** NH Jacksonville 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.** Our pharmacies remain fully operational at this time, however, longer than usual wait times are expected. You can also sign up for TRICARE Pharmacy Home Delivery at [www.tricare.mil/homedelivery](http://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' 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 all of our locations.

**Q. Can I call the Appointment Line and 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. Because some of our appointments clerks are contractors, the appointment process might take longer.

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#### **Q. How do I contact TRICARE?**

**A.** Contact TRICARE at 800-444-5445 or [www.humana-military.com](http://www.humana-military.com) or your local TRICARE Service Center. In Jacksonville, this is off-base at 769 Blanding Blvd., 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](http://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 Jacksonville provider yet. Where do we go?**

**A.** As with any move, go to the TRICARE Service Center 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 available at [www.relayhealth.com](http://www.relayhealth.com) or [www.med.navy.mil/sites/navalhospitaljax](http://www.med.navy.mil/sites/navalhospitaljax). It's 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 the Appointment Line:

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3. Call our hospital and branch health clinic quarterdecks:

Naval Hospital Jacksonville (aboard Naval Air Station Jacksonville): (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): 904-546-7096

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): (912) 573-4215

Branch Health Clinic Mayport (aboard Naval Station Mayport): (904) 270-4303

