

NAVAL HEALTH CLINIC ANNAPOLIS

250 WOOD ROAD
U. S. NAVAL ACADEMY
ANNAPOLIS, MARYLAND 21402-5050
(410) 293-CARE (2273) or 1-800-475-9365
<http://www.med.navy.mil/sites/annapolis>

CLINIC NEWSLETTER

VOLUME 1, ISSUE 1

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VISIT OUR WEBSITE FOR IMPORTANT INFORMATION:

Clinic Hours

Telephone Directory

After Hours Care

Important Announcements

Customer Relations



URGENT CARE

If you have an emergency, call 911 or go to the nearest emergency room. For urgent care after hours, you must obtain an authorization by calling our Duty Health Care Provider at (410) 293-CARE and select OPTION #1. Leave a message with your name and contact number and if you do not receive a return call within 15 minutes, call the OOD at (443) 822-2261. You must obtain an authorization to avoid any out-of-pocket expenses for the care you received. The Duty Health Care Provider will help you determine where you should receive care. You may be directed to proceed to a local urgent care facility. If prescriptions are needed, you can go to the nearest RITE AID, CVS or Giant Pharmacy to have it filled. A co-pay of \$3.00 for generic drugs or \$9.00 for name brand drugs applies to all except Active Duty. For your convenience, local urgent care centers include:

Nighttime Care Annapolis

2114 Generals Hwy, Annapolis
Call for appt: (410) 224-NITE (6483)
Mon-Fri: 1700-Midnight,
Sat: Noon-Midnight,
Sun and Holidays: 1100-Midnight

Nighttime Care North

8125-H Ritchie Hwy, Pasadena
Call for appt: (410) 544-NITE (6483)
Mon-Sat: Noon-Midnight
Sundays and Holidays: 1100-Midnight

Patient First Neighborhood Medical Center

8105 Ritchie Hwy, Pasadena
Walk-in basis or call: (443) 573-0564
Open: 0800-2200, 365 days/year

HOLIDAY HOURS

NHC Annapolis will be closed on the following dates in support of the upcoming Thanksgiving, Christmas and New Year's holidays:

**Dec 24 and 25, 2009
Dec 31, 2009
and
JAN 1, 2010**

CSD OFFICE issues ID cards for retirees, reservists and dependents 1200–1500 Monday, Tuesday, Wednesday, and Friday.

CAC cards are provided by **APPOINTMENT ONLY** except on Thursdays when “walk in” services are available.

Call (410) 293-5812 for more info.



Mental Health Department
By Erick Bacho, Ph.D., ABPP
CDR, MSC, USN

MENTAL HEALTH DEPARTMENT EXPANDING PREVENTION, EVALUATION, AND TREATMENT SERVICES.

The Mental Health Department (MHD) has traditionally provided psycho-education, assessment, individual therapy, marital therapy, and group therapy. In the coming months, the department will expand its scope of services. Spear-headed by Dr. Regina Chace, the Peer Counseling Program (PCP) is a new program initiative focused on creating a community support program staffed by peers and supported by professional members. The new program will help service members and families by strengthening their resilience and coping skills. The Substance Abuse Rehabilitation Program (SARP), managed by Mr. Steve DeLucchi, will continue to provide screening, assessment, education, and treatment services. SARP also provides outreach services to command drug and alcohol advisors to enhance substance abuse prevention. SARP will work with the Health Promotions Department staff with their smoking cessation efforts and will expand operations to include BHCs Lakehurst, Earl, Mechanicsburg, and Phila-

delphia Naval Shipyard and other nearby facilities such as NSAA and FT Meade. The MHD will utilize video teleconferencing for satellite clinics, provide more available “walk-in” acute care services, utilize on-line booking, expand neuro-cognitive testing (ANAM), and unveil specialized services for patients with chronic anxiety problems and chronic pain conditions. In the coming months the certification and addition of medication prescribing psychologists at MHD will provide medication management services that will significantly expand the MHD scope of care. In summary, the expansion of prevention, evaluation, and treatment services will improve the quality of care and improve access to care in a more convenient and cost effective manner. For more program details visit the MHD link on the command website.

IMPROVING QUALITY OF CARE PEDIATRICS AND IMMUNIZATION DEPARTMENT RENOVATION

We continue to focus on improving quality and satisfaction to our beneficiaries and staff. We are pleased to announce, NHCA’s Pediatric and Immunization Clinics will soon be undergoing renovations. The re-modeled clinics will promote quality patient care, safety, efficiency and

comfort. The project includes upgrading the air conditioning, heating, plumbing, and electrical systems in the clinics. The Pediatric and Immunization Clinics’ front check-in desk will be redesigned, and the rooms will be realigned to capitalize on space. With the renovation expected to possibly take up to six months to complete, the Pediatric and Immunization Clinics will be re-located to the ground floor. While the clinic undergoes improvements

to upgrade its infrastructure, we ask that you please be patient with us. We appreciate your support and apologize for any inconvenience that this may cause. For more information about how to voice a concern, contact Customer Relations by emailing NHCA-CustomerRelations@med.navy.mil.



HEALTH NET REFERRALS

If you require specialty care in the network, you will be notified by HEALTH NET, our managed care contractor. This authorization will provide information regarding care to be provided by a civilian provider within 7- 10 business days. After your appointment, please mail us a copy of your clinical visit, attention to Referral Management or fax a copy to (410) 293-1149. We appreciate your support as this request assures our healthcare team provides you and your family quality care and supports a requirement of The Joint Commission Accreditation for Ambulatory Care.

LABORATORY

NHCA's laboratory is a certified Moderate Complexity C.A.P. Accredited laboratory. Many tests that are collected here are mailed out to other laboratories for testing. We serve all beneficiaries on a "walk-in" basis; no appointment is generally required. However, some tests require special preparation or collection tubes. Patients are encouraged to contact the laboratory if they have questions regarding the requirements for their laboratory tests. Please ask your provider if you are required to "fast" or follow other special instructions prior to your laboratory procedure.

Phone:(410) 293-2644

Hours: Monday -Friday 0730-1600

Saturday, Sunday and all Federal Holidays: CLOSED

Laboratory staff are not permitted to provide test results. A hard copy of your laboratory results can be obtained at Medical Records (410) 293-3610. Laboratory results for civilian provider prescriptions will be faxed to the ordering health care provider every Friday.

RADIOLOGY

Our Radiology Department offers routine diagnostic examinations at the request of the health care providers within the clinic as well as some recognized accredited providers from local civilian facilities. These services are provided to active duty service members and their families, retirees, government services employees, the Brigade of Midshipmen, and all other eligible beneficiaries. Procedures not available at NHCA will be referred to NNMC Bethesda, Walter Reed Army Medical Center or to civilian clinics within the Tricare Network. Examinations not available at NHCA are generally exams that require contrast such as MRI (Magnetic Resonance Imaging), CAT (Computerized Axial Tomography) scan, Mammography, Arthroscopic, Ultrasound, Nuclear Medicine, and Bone Density Studies. Results can be obtained from your healthcare provider and hardcopies are available in Radiology.

Phone: (410) 293-2242

Hours: Monday -Friday 0730-1630 hours

Weekends and all Federal Holidays CLOSED

Note: All radiographic examinations are read by a radiologist within 7 days from the date the exam was transmitted to NNMC Bethesda for interpretation.

PHARMACY NEWS



For your medication refill needs, please use our Toll Free Automated Refill number 1-800-377-1723. All refills from NHC Annapolis and NNMC Bethesda should be refilled using this new toll free automated number. The TRICARE Senior Pharmacy Program for those 65 and older who are Medicare Eligible can now use the National Mail Order Pharmacy (NMOP) and network pharmacies at the same co-pay rate as other beneficiaries. For more information about TRICARE Senior Prescription Programs, please call the Managed Care Department at 410-293-CARE. Please visit our website for more information regarding hours of operation and our new "pharmacy wait times".

NO SHOWS

Please make every effort to call and cancel your scheduled appointment if you need to. Every time someone fails to show up for an appointment without cancelling, it prevents the opportunity for others to get a needed appointment. Let's be courteous to others, please call our Call Center at (410) 293-CARE.

Your Military Health

Plan



Important Contact Information

- Naval Health Clinic Annapolis (NHCA): (410) 293-CARE
- Defense Enrollment Eligibility Reporting System: (800) 538-9552
- Health Net Federal Services -North Region: (877) 874-2273
- Pharmacy Benefits-Express Scripts: (877) 363-8667
- TRICARE Dental Program: (800) 866-8499



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AFFIX MAILING LABEL HERE

We're on the Web!!
www.med.navy.mil/sites/annapolis

FUTURE ISSUES WILL BE POSTED ONLINE

NAVAL HEALTH CLINIC ANNAPOLIS WELCOMES THE FOLLOWING BRANCH CLINICS INTO OUR ORGANIZATION:

- | | |
|---|------------------------------------|
| Branch Health Clinic, Naval Weapons Center | Earle, New Jersey |
| Branch Health Clinic, Naval Air Engineering Station | Lakehurst, New Jersey |
| Branch Health Clinic, Naval Support Activity | Mechanicsburg, Pennsylvania |
| Branch Health Clinic, Philadelphia Naval Business Center | Philadelphia, Pennsylvania |
| Branch Health Clinic, Naval Air Station Joint Reserve Base | Willow Grove, Pennsylvania |

THIRD PARTY INSURANCE

The Department of Defense is required to collect from third party payers the cost of healthcare services provided to DoD beneficiaries to the fullest extent allowed. This is known as the Third Party Collections Program. The dollars collected under this program are returned directly to the Military Treatment Facility where you received your care. These funds are then used to im-

prove the delivery of your health care. We need your support. In order to recover the cost of health care provided to you, we are required to have you complete a 2569 form to obtain third party payer information. If you are a non-active duty DoD beneficiary, you will be asked to provide us with this information. We are then required to verify this information every time you come in for an ap-

pointment or pharmacy need. To make this process more convenient for you, we will provide you a third party verification card after completing this form. You will then need to present it when checking in for any NHCA clinic appointment. Our mission is to serve you! If you have any questions, please contact LT Angela Rowell at (410) 293-1159.

