



# NAVAL HEALTH CLINIC ANNAPOLIS LIFELINES

Volume 1 Issue 5  
November/December

250 Wood Road,  
Annapolis, MD 21402

Branch Health Clinics

EARLE, LAKEHURST, MECHANICSBURG, PHILADELPHIA,  
and WILLOW GROVE

OUR WEB ADDRESS: <http://www.med.navy.mil/sites/annapolis>

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## HOLIDAY HOURS

*Naval Health Clinic Annapolis will be  
closed on the upcoming  
Thanksgiving, Christmas and New  
Year's holidays:*

November 25-27, 2010  
December 24, 25, 31, 2010  
January 1, 2011

COMING SOON!  
Medical Home Portal  
Social Networking  
Navy Facebook

**From the Commanding Officer:  
CAPT RICHARD L. SCHROFF, JR  
MEDICAL CORPS, U. S. NAVY**



## STRATEGIC PLANNING AND OUR FUTURE!

**Dear NHC Annapolis Family,**

Recently, the Executive Steering Committee (ESC) and Senior Enlisted leaders of Naval Health Clinic Annapolis (NHCA) met offsite to develop the strategic plan for the upcoming year. Lean Six Sigma facilitators, LCDR Dunbar-Reid and Mr. Brian McCormack facilitated the planning process. This included an evaluation of our performance over the past year, our current healthcare environment, demographics and possible changes that may be required to comply with recent healthcare reform laws. We discussed our vision, mission, and goals that addressed accreditation requirements, future renovation (MILCON) plans, and changes in the level of service and care we provide. We are very excited about the changes we have made in the past year to provide quality healthcare and customer service.

Thanks to all for their support of this process as we move forward and embark on our journey ahead.

The best health care is not necessarily the most expensive. We offer many preventive care services that are provided to our TRICARE beneficiaries at no cost to encourage members to get necessary immunizations and health-care screenings.

In addition, we are focusing on prevention of illness and the establishment of active partnerships between patient and provider through our "Medical Home Portal" initiative. These partnerships will help to manage chronic conditions and ensure our patients remain healthy.

As TRICARE PRIME beneficiaries, you can help as partners by using the NHCA pharmacy or TRICARE Home Delivery (mail order) whenever possible, because prescriptions filled under the TRICARE retail pharmacy program are more costly. You may be surprised to learn that an ER visit costs the DoD more than six times the cost of an urgent care appointment.

Through our medical home initiative, extended clinic hours and expanded services, members will know how to reach a member of their medical team or access an urgent care clinic after hours when needed. For any questions or concerns regarding TRICARE policies or our "Medical Home Portal" initiative please call our Health Benefits Advisor at (410) 293-2276 for clarification.

Enjoy the upcoming holidays with family and friends. And I wish you a healthy and successful New Year!



# Welcome! Command Master Chief : HMCM(SW/AW/FMF) Theophilos Marsh



Hello, I would like to introduce myself to you. I am Master Chief Theophilus Marsh, your new CMC. I have a diverse background, after almost 23 years of service. I have served onboard two Aircraft Carriers, with the Fleet Marine Force, and numerous other platforms. After observing clinic operations for the past month I see examples everyday of your commitment to providing quality patient care and excellent customer service. I would like to share with you my basic philosophies on leadership; we all need to become leaders whereby our name becomes synonymous with excellence, honor, and integrity. Leadership is important not just in your own career and within your organization, but it is important in every sector, and every aspect of society. It is easy to define leadership with a long list of what leadership is or is not. However, my challenge to you is to not just think about the concept of leadership, but to come to work every day fully confident with the thought of being a leader. Before deciding what you are going to do or how you are going to do it, you need to decide where you want to go. And remember that leadership is a reciprocal process between those who aspire to lead and those who choose to follow. One size does not fit all- pay careful attention to those around you. Get to know your people, become an intrusive leader who understands what kind of leadership each individual requires. Intrusive leaders have a true stake in a Sailor's successful retention and career progression, they must be familiar with the services that can prevent potential problems or rescue a struggling Sailor. These usually include counseling, support services, non-traditional education programs, financial counseling, and a myriad of other programs. It is not enough just to know that programs exist; it is necessary to know what each program does and the Sailors it serves. Intrusive leaders should be trained in all relevant areas that have a direct impact on the Sailor's well being and success. Intrusive leaders should be available so that they can be reached by their personnel when needed. Finally, Intrusive leaders maintain clear boundaries with their Sailors. They are neither the Sailor's parent nor their best friend, but a professional whose job it is to foster independence while teaching the Sailor the ways of the Navy. My primary reason for being here is you, to mentor you, and to help make you a well rounded Sailor. I look forward to working with all of you, and I am especially proud to be a member of the Annapolis healthcare team. LEAD! MOTIVATE! And EMPOWER those around you!

**PATIENT SAFETY!**

## HEALTH CARE CONSUMER COUNCIL

### "TOWN HALL MEETING"

Please join CAPT Richard L. Schroff, Commanding Officer, on December 02, 2010, from 1400- 1700 at Hospital Point, Lockwood Heaton Conference Room for the Health Care Consumer Council "Town Hall" meeting. The purpose of the Health Care Consumer Council is to provide a forum where information can be exchanged between providers and beneficiaries of health care services in order to promote mutual understanding.

This is an opportunity for beneficiaries to participate in decisions about the intensity and scope of treatment to be provided within the limits of Naval Health Clinic Annapolis' philosophy, mission, applicable laws and regulations. The "Town Hall" meeting will be used as an avenue to provide our beneficiaries a better understanding of the command's health care delivery process; ensure providers of health care services are informed of the needs and expectations of our beneficiaries; provide beneficiaries an avenue for input into the decision-making processes as they affect access to care and the level of care provided; and most importantly, to create an environment of mutual cooperation between consumers and providers by identifying and solving mutual issues associated with the health care delivery system.

## Join our Speak Up Campaign!

The staff are fully committed to your safety and strive to prevent any medical errors from occurring during your visit to our clinics. As such, we fully support the Joint Commission's campaign to have patients and their families involved with their care. Please partner with us to maintain our culture of patient safety by doing the following –

**S**peak up if you have any questions or concerns about your care.

**P**ay attention to the care given to you. Make sure you get the right treatments, tests, and medications from the right care giver.

**E**ducate yourself about any medical conditions or diseases, tests, and treatment plans.

**A**sk a trusted family member or friend to be your advocate and help with questions and taking notes during clinic visits.

**K**now what medications you take and why. Report any problems with taking them.

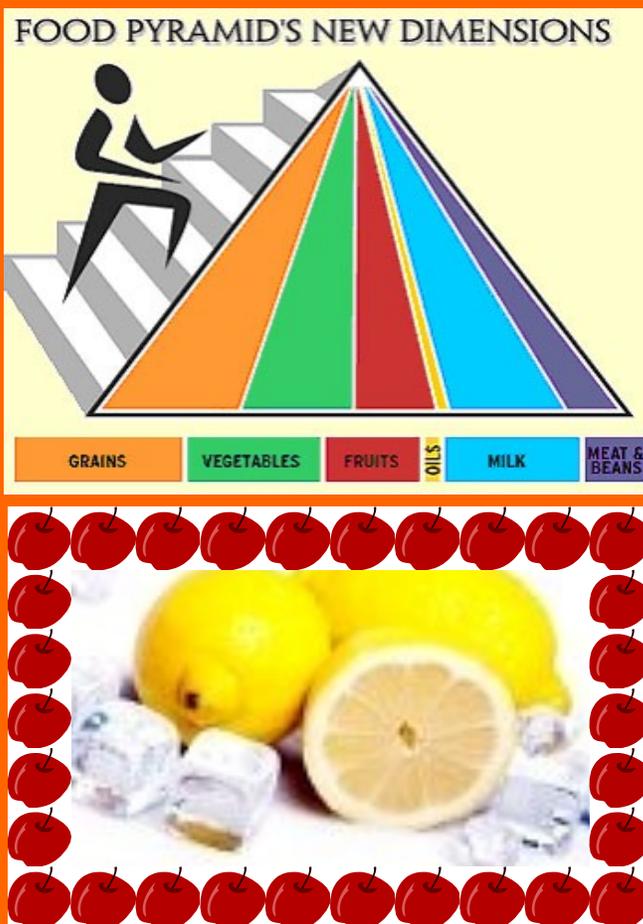
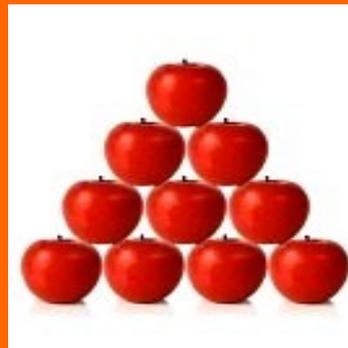
**U**se clinics, hospitals and other health organizations who have been Joint Commission accredited – the same as Naval Health Clinic Annapolis and the Branch Health Clinics.

**P**articipate in all decisions regarding your treatment and care as you are the center of the health care team.

# NUTRITION SUPPORT!

Ms. Jane DeVane is a Masters prepared Registered Dietitian, Exercise Physiologist, and Certified Diabetes Educator who has a wealth of clinical, research, and teaching experience in university, corporate, medical center, outpatient clinic, and private practice settings. Ms. DeVane is clinically experienced in general nutrition as well as nutritional management for most chronic medical conditions, including but not limited to high cholesterol, high blood pressure and diabetes, as well as weight management. She conducts a thorough review of your medical history, laboratory results and body composition/indirect calorimetric measurements to devise, in collaboration with your PCM a REALISTIC nutrition plan for your healthcare needs. Dedicated to wellness, she has served in many roles that include Adjunct Professor in Nutrition, Nutrition Pharmacy Manager, Diabetes Research Coordinator for both Endocrine and Integrative Medicine Clinics, Body Density and Sports Nutrition Lab Coordinator. We are proud to have such an experienced professional on staff here at Naval Health Clinic Annapolis where she enthusiastically serves all Active Duty, Retirees and their family members enrolled here. Appointments are available by referral from your Primary Care Manager (PCM) or provider.

Appointments can be booked both through our Call Center at 410-293-CARE or Tricare Online.



***New TRICARE Feature Available***

A new feature on TRICARE Online now allows users to save their personal health data such as medication and allergy profiles, demographic information and a personal health summary to a Portable Document Format (PDF) file on their computer. The new feature, called the Blue Button, is available on the [TRICARE Online Personal Health Record site](#). After logging on to the secure site, users will be able to add information to their personal health data on the site. Users will need to select the Blue Button titled "Save Personal Health Data" before they can save their personal health data to a PDF file on their local computer. For more information visit the [TRICARE online Websites](#).

# Flu Season Is Upon Us!

## Protect Your Family With A Flu Shot.

As the weather begins to cool the unpredictable flu virus begins to circulate and even healthy people become carriers and get infected. An annual flu vaccination remains the best protection against the flu, and this year's seasonal flu vaccine will protect against the many different viruses, including the H1N1 virus that caused so much illness last season. ALL TRICARE eligible enrollees at NHC Annapolis and TRICARE for Life patients may get their flu vaccine at the clinic.

**Flu vaccines are available Monday-Friday from 12:30 to 3:30 with no appointments necessary in our Immunization Clinic .**

**Special "FLU VACCINATION" Clinic Hours :  
November 9th & 15th, 2010  
12:30-6:00**

Patients with egg allergies will need to go to Allergy Clinic at the National Naval Medical Center, Bethesda for their flu vaccine. Please contact your Primary Care Provider for the consult. Flu vaccines can be provided by any TRICARE – authorized provider or through one of the network pharmacies that participates in the vaccination program at no cost.

To find a participating pharmacy near you, visit: <http://www.express-scripts.com/TRICARE> or call 1-877-363-1303.

If you are being charged for the vaccine, please have the pharmacist contact Express Script at the number listed above. Any questions about reimbursement for the vaccination can be addressed to our Health Benefits Advisor at 410-293-2276. If Active Duty members obtain the flu vaccine from non-military sources, they must bring a copy of the paperwork to the NHC Annapolis immunization clinic, so the vaccine can be entered into their military immunization records.

Please visit our website at: <http://www.med.navy.mil/sites/annapolis/Pages/default.aspx> . Complete the FLU CONSENT FORM and bring it with you on the day of your appointment.



### Top five tips for staying healthy this flu season

1. **Get a flu vaccine.** The best time to get the flu vaccine is in late October or November, but flu shots can still be effective if you get one in December or later.
2. While you're getting vaccinated, **ask your doctor if you should get a pneumonia vaccine**, too. The pneumonia vaccine can be given anytime during the year and usually will provide lifelong protection.
3. **Wash your hands often.** Avoid touching your eyes, nose or mouth. Cover your mouth and nose with a tissue when coughing or sneezing.
4. **Stay healthy.** Get plenty of sleep, be physically active, manage stress, drink plenty of fluids and eat nutritious foods.

**GIVING FROM THE HEART** is a holiday season program aimed at collecting food donations so that our less than fortunate citizens in the community will enjoy a wholesome meal. Please take the time to remember and give a little something to our fellow citizens. A food donation box is located on the Command Quarter Deck. Please only non-perishable items and can goods. **THANK YOU!**

The holidays often bring forth thoughts of good cheer, family togetherness, gift giving and a break from the stressors of everyday life. Unfortunately, the holidays may emphasize problem areas in the lives of some, and that's why suicide awareness is particularly important this time of year.

Typically, the holidays serve as a glaring reminder of areas that may not be going so well in a person's life. For many, their stresses revolve around their relationships and finances, all of which are highlighted by the holiday season. In order to reduce stress when the holidays take an emotional toll on you it is important to recognize holiday triggers. **Relationships**-a potential source of holiday stress. During the holiday season, relationship problems can get magnified. Family misunderstandings and conflicts can increase, especially if you're together for several days and not used to that much face-to-face time with relatives. On the other hand, facing the holidays without a loved one can be tough and leave you depressed. **Financial Stress**-the holidays can put a strain on your wallet with the added expenses of gifts and travel. This can be exacerbated if you overspend, which may lead to greater financial worries for the months to come. It is vital that we all learn to recognize the potential warning signs of depression and suicide, and seek help before it's too late.

**Warning Signs:** Changes in a person's sleep and/or eating habits, a dramatic drop in their work performance, loss of interest in personal hygiene, sudden withdrawal from friends and activities they once enjoyed, taking unnecessary risks, pre-occupation with death and dying, and talk about committing suicide, an increase in alcohol consumption and experimenting with drugs are common signs that precede suicidal behavior. Help is available for those suffering from the "Holiday Blues" from our Mental Health Department and the Fleet and Family Service Center. If you find that you're not ready to speak with anyone directly, Navy One Source offers resources online for suicide awareness with links to other support services. In many cases, a listening ear of a friend or fellow Sailor makes all the difference in the world. The following acronym "AID LIFE" can help all remember actions to take if they suspect a member contemplating suicide:

**A sk. Don't be afraid to ask a member if they are in trouble.**

**I ntervene immediately if they are.**

**D on't keep it a secret.**

**Locate help.**

**I nform your chain of command.**

**F ind help for the member and do not leave them alone.**

**E xpeditate getting help immediately.**

### American Diabetes Month:

**November is American Diabetes Month, a time to communicate the seriousness of diabetes and the importance of diabetes prevention and control. Diabetes mellitus is the third leading cause of death in the United States after heart disease and cancer.**

The term "diabetes mellitus" refers to a group of diseases that affect how your body uses blood glucose, commonly called blood sugar. Glucose is vital to your health because it's the main source of energy for the cells that make up your muscles and tissues. It's your body's main source of fuel. If you have diabetes, no matter what type, it means you have too much glucose in your blood, although the reasons may differ. Too much glucose can lead to serious health problems. Chronic diabetes conditions include type 1 diabetes and type 2 diabetes. Potentially reversible diabetes conditions include prediabetes — when your blood sugar levels are higher than normal, but not high enough to be classified as diabetes — and gestational diabetes, which occurs during pregnancy.

**Symptoms**-Increased Thirst , Frequent Urination , Extreme Hunger , Unexplained Weight Loss , Fatigue , Blurred Vision , Slow-Healing Sores , Frequent Infections, such as Gum or Skin Infections and Vaginal or Bladder Infections.

**If you notice any possible diabetes symptoms-** contact your doctor; the earlier the condition is diagnosed, the sooner treatment can begin.



# Our Medical and Support Staff SPOTLIGHT!

Naval Health Clinic Annapolis is very excited to introduce the newest members of our staff. As our team grows, we strive to bring high-quality physicians, specialists, and support staff to meet your needs.



From Left to Right: Ms. Ann Molinari, Infection Control Nurse, Ms. Adrienne Smith, Clinical Nurse, Ms. Dolores Reyes-Gonzalez, Disease Manager, Dr. Robert Nadig, Occupational Health Physician, Ms. Crystal Pauley, Industrial Hygienist, Mr. Derrick McCoy, Pharmacist, Ms. Clemencia Religioso, Customer Service Clerk, Ms. Sonya Newman, Customer Service Clerk, Mr. Richard Moesch, Purchasing Agent, Mr. Jerry Gardner, IT Support.

## ***The Doctor Is In!*** ***Internal Medicine (Internist) Care Now Available!***

Dr. Reshma Modi is an Internal Medicine physician whose specialized care focuses on the prevention and treatment of adult diseases. Internists are specially trained to solve complex diagnostic problems and handle severe and chronic disease and illness. NHC Annapolis is excited to bring this new specialty to the diverse patient population we serve.



## ***Extended Dependent Coverage Up to Age 26.***

The recent Patient Protection and Affordable Care Act (Public Law 111-148) requires civilian health plans that provide medical coverage to children to make that coverage available until the child turns 26 years of age. The Act did not give the Department of Defense the authority to offer this benefit through TRICARE. There are provisions in the Senate and House versions of the pending National Defense Authorization Act for Fiscal Year 2011 that would extend dependent medical coverage up to age 26 via a premium-based program. If enacted into law, the Department will make every effort to implement its provisions as soon as possible. We at TRICARE are proud to serve our nation's military heroes and their families and are committed to providing them the best possible health care.

**To Find Out More...** We will make new information available on our website and via our educational materials as soon as we have more to share.

## Optometry Services at Naval Health Clinic Annapolis Don't Lose Sight of What Is Important!



We know your health is important to you, and ensuring the best eye health for you and your loved ones is equally important. That is why a routine evaluation of your eyes is essential to staying healthy. Our highly skilled Optometrists LCDR Barnes, Dr. Klass, and Dr. Lum use the latest computerized technology in eye care, eye exam techniques, and the finest quality products for eyewear (lenses and frames) for all your vision needs.

No referrals are needed!

**Appointments are available for all  
Active Duty, Retirees, and Dependents.**

To make an appointment simply call:  
410-293-3617 at Hospital Point Optometry Clinic or the Appointment Line at 410-293-2273.

### GREAT AMERICAN SMOKEOUT 18 NOVEMBER 2010

*Susan Hennessy, RN  
Health Promotion*

18 NOVEMBER 2010 is Navy Nic-Out and the Great American Smokeout. Information will be available in the Pharmacy, Navy Exchange, and Dahlgren Hall from 1100-1300. This day is designated for a non-smoker to "adopt" a smoker and encourage them to stay tobacco-free for 24 hours. "Adoption" papers are available at the Health Promotion office and our Naval Health Clinic website.

### Newsletter Staff

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*Congratulations on a most highly successful CFC drive. Your support of this vital fund drive will go a long way in supporting many worthy organizations.*

*Thank you for your superb support.  
CAPT Schroff*

***Be Ready For Your Next Doctor's Appointment***  
***Patient Checklist***

***What do I want to ask my doctor today?***

1. What is my diagnosis and what does it mean in terms I will understand?
2. What is my outlook for the future? (How many days will I feel sick?)
3. What are my treatment options?
4. What will this medicine do to cure or help improve my condition?
  - a. How long after taking this medication will I start to feel better?
  - b. How long do I have to take this medication?
  - c. Are there any side effects when taking this medication? (nausea, vomiting, diarrhea)
5. What is the purpose of this test/procedure?
  - a. What can I expect to occur during this test/procedure?
  - b. How will I feel during and after the test/procedure?
  - c. Are there any alternatives to this test/procedure?
6. Is the care recommended covered by my health plan? By some health plans?

***What do I want to tell my doctor today?***

1. When the symptoms started and how long symptoms have lasted.
  - a. Anything that causes the symptoms.
  - b. What the symptoms feel like, and are they getting worse, better, or staying the same?
  - c. Any lifestyle changes made when symptoms began (changed diet, changed exercise routine, or changed sleep pattern, etc.).
  - d. Is there anything I can do to make the symptoms better?
2. Bring a complete list of all the medications you are currently taking: prescribed, over-the-counter and vitamin/mineral supplements. Include the amount you take daily, how often, and if there are any special instructions. Bring all your medications, from all your healthcare providers.

**Annapolis Primary Care Hours:**

Monday - Friday 0730 -1800

Saturday Wellness appointments: 0800 - 1200

**Annapolis Radiology, Laboratory, and Pharmacy Hours:**

Monday - Friday 0730 - 1830

Saturday 0800 -1200

**(No New Civilian Scripts on Saturdays)**

**Closed all Federal Holidays**

**For Appointments Call: Appointment Line at 410-293-2273**