NAVAL HEALTH CLINIC ANNAPOLIS LIFELINES

250 WOOD ROAD ANNAPOLIS, MD 21402

Volume 1 Issue 8 May/June 2011

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BRANCH HEALTH CLINICS: EARLE & LAKEHURST, NEW JERSEY
MECHANICSBURG & PHILADELPHIA, PENNSYLVANIA
OUR WEB ADDRESS: http://www.med.navy.mil/sites/Annapolis

From the Commanding Officer: CAPT Richard L. Schroff, Jr., MC, USN

Dear Naval Health Clinic Annapolis (NHCA) Family!

I hope you understand the importance of leading a healthy lifestyle. Our Sailors and Marines should avoid tobacco products, drink alcohol in moderation, eat nutritiously and keep up with their physical and mental fitness to ensure, good health throughout their lives. During this time of year, we like to get together with families and friends and celebrate the spring and summer months. After a long winter, the warm and hot days will be upon us. Let's make sure we stay cognitive to heat stress related injuries and adhere to the Safety and Navy Alcohol and Drug Program policies and procedures. If you ride a motorcycle, make sure you have been through the proper training and wear the required equipment. If you see a Sailor in trouble, don't be afraid to step in and help. We have great internal and external resources available.

Did you know the best health care is not necessarily the most expensive? Across the DoD, and specifically at the Naval Health Clinic Annapolis, we are focusing on prevention of illness and the establishment of active partnerships between the patient and provider through "medical home" style practices. These partnerships help to manage chronic conditions and ensure patients remain healthy. In the coming months our "medical home" practices will be implemented and we think you'll notice an improvement in our healthcare delivery operations.

During my tenure as the CO, we have accomplished quite a bit and we will continue to meet and exceed our objectives, as we have Commissioning Week , Midshipmen Graduation, I-Day and numerous exercises and medical support activities throughout the spring and summer months. I want to say that your dedication, commitment and concern for your Sailors and the beneficiary population we serve is greatly appreciated. "We are one team, one fight!"

TRICARE Prime Enrollment Fee Payments

The TRICARE Regional Office – North and Health Net Federal Services (HNFS) will no longer accept checks, cashier's checks, and money orders for ongoing TRICARE Prime enrollment fee payments. Checks will be only accepted for initial premium payments. Continuing enrollment payments must be made by:

• Credit card;

• Electronic Funds Transfer (EFT) from a financial institution;

• Recurring Credit Card (RCC) charge; or

• Allotment/Deduction from Defense Finance and Accounting Service, Coast Guard, or Public Health retirement pay account

Beneficiaries who pay on an annual basis have one opportunity to make one payment by check. HNFS will accept checks received before September 30, 2011, but after that date they will be returned to the enrollee.

PEDIATRIC PHYSICAL EXAMS

NHC Annapolis Pediatric Clinic will be offering ***school, sports*** and ***camp physicals*** now thru August 2011.

Your child must be:

- Assigned to the Naval Health Clinic Annapolis, Pediatric Clinic
- Be enrolled in TRICARE PRIME

A physical examination is not needed if your child has had a physical in the last year. Kindergarten physicals must be done within three months. Physical examination paperwork and immunizations will all be completed the same day of your appointment, so please remember to bring your Immunization Card, Lead /TB questionnaire, and School /Sports Physical paperwork for completion.

To access the Lead/TB Questionnaire please visit our clinic internet homepage, then click on Pediatric Clinic Physicals link: **http://www.med.navy.mil/sites/Annapolis**

To schedule your child's exam call (410) 293-2273
Physicals Exams are Performed Monday –Friday only
Do Not Wait Until the Last Minute to Schedule Because Appointments Book Quickly!

OPTOMETRY NEWS!!!

The NHC Annapolis Optometry Department has 3 full-time optometrists!

Appointments Available for:

- Routine Comprehensive Eye Exams
- Contact Lens Prescription Renewals
- Back to School Eye Exams (Ages 4 and up)
- Diabetic Eye Exams
- Refractive Surgery Screenings (Active Duty)
- Refractive Surgery Co-management
- Ocular Disease Management

Call: 410-293-CARE(2273) or the Optometry clinic at: 410-293-3617 to schedule an appointment

RISK MANAGEMENT

Who is the Risk Manager??

YOU ARE! No matter what your job, everyone in the health care setting is a

front line Risk Manager. You already know How to do it!

***Pay attention to routine day to day tasks.**

***Follow all policies and procedures. They are there for a reason.**

***Treat everyone as you would wish to be treated.**

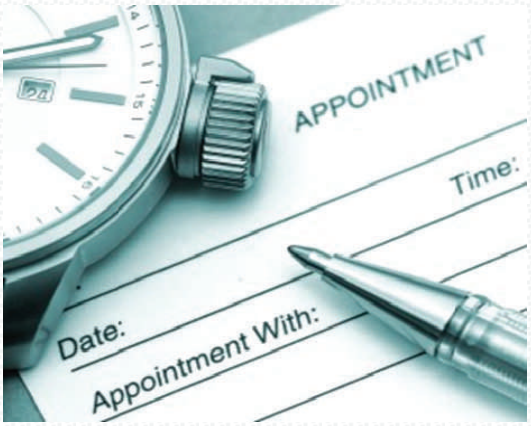
***Document, document, document**

***Preserve all EVIDENCE.**

We live in a highly litigious, complicated, and technological society, a society where the risks of modern medicine must be weighed against the benefits. By making an effort to follow these simple tips in our everyday work environments, we will all be doing our fair share of risk management.

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 if you need to cancel an appointment.



TRICARE Young Adult Coverage up to Age 26

The recently-signed National Defense Authorization Act for fiscal year 2011 includes a provision to extend premium-based health coverage to eligible dependent children until age 26, similar to the provision in the 2010 Patient Protection and Affordable Care Act.

TRICARE Young Adult Program

The new program, TRICARE Young Adult, will be available to eligible dependents who age out of TRICARE at age 21 (or 23, if full-time college students) who are not married or eligible for their own employer-sponsored coverage.

TRICARE is fast-tracking implementation. Beginning later this spring, qualified, unmarried dependents up to age 26 will be able to purchase TRICARE coverage on a month-to-month basis. Upon implementation later this spring, eligible dependents will have an option to purchase TRICARE Standard/Extra health coverage on a month-to-month basis. Those who are eligible to purchase coverage should save their receipts after the first of the year, as the benefit will be retroactive to January 1, 2011, provided premiums are also paid back to January 1. After purchasing coverage, enrollees will be issued a new ID card as verification.

For More Information

As details of the program become available, beneficiaries can obtain up to date information about the TRICARE Young Adult program by signing up for e-mail benefit and news updates from TRICARE.

To subscribe, visit www.tricare.mil/subscriptions and look for "TRICARE Young Adult" in the "Benefit Changes" category.

It's a Good Time to Update Your DEERS Information If You Have Recently Had a ….

- Change in address or PCS move
- Change in the number/enrollment status of dependents or a sponsor
- If you've had a recent change of E-Mail address or phone number
- Or if you are retiring or separating from active duty
- Becoming entitled to Medicare

Keeping your information up to date in DEERS ensures that you receive quality healthcare. DEERS information can be updated by calling 1-800-538-9552 or online at: www.tricare.mil/deers. If you have any questions, feel free to contact the Health Benefits Advisor, (410)-293-2276 or via E-Mail at NHCA-HealthBenefitsAdvisor@med.navy.mil .

ALLERGY RELIEF

For many people the long-awaited arrival of spring also means the dreaded return of allergy season. To fend off the onset of sneezing and bleary eyes, TRICARE beneficiaries can take action now to prevent or minimize their symptoms.

The National Institute of Allergy and Infectious Diseases (NIAID) estimates there are 40 million to 50 million allergy sufferers in the United States. One of the most common spring allergies is pollen, causing congestion, itchy eyes, headache and other unpleasant symptoms. Pollen can come from trees, grass, ragweed and flowers. In other words, the greenery so many celebrate every spring.

One strategy to prevent these symptoms is to reduce exposure to allergy triggers and create a medication plan before allergy season begins.

The NIAID recommends common sense steps to cut down on pollen exposure during the height of allergy season. Limit time outside and keep windows closed as much as possible. Quickly change out of and wash clothing worn outside, and don't dry clothing outside on the line. Using air filters and air conditioning cuts down on pollen inside a home.

TRICARE beneficiaries with seasonal allergies shouldn't wait until their symptoms are debilitating to start treatment. According to the NIAID, allergies can have a cascading effect and symptoms can escalate if untreated. If a medication has relieved seasonal allergies in the past, start using it as soon as the first symptoms appear. This may prevent more severe discomfort later. Beneficiaries should consult their primary care physician to determine the best medications and proper timing. They may also get referred to an allergy specialist who can administer allergy tests or specific compounds to treat severe symptoms.

TRICARE covers prescription allergy medications and testing approved by the Food and Drug Administration. TRICARE also covers over-the-counter allergy medications with the active ingredients cetirizine and loratadine at no out-of-pocket cost to the beneficiary. Although these medications are available without a prescription, beneficiaries must get a prescription from the health care provider for TRICARE to cover their cost.

Allergy medications are also available conveniently and at a low cost to beneficiaries through TRICARE Pharmacy Home Delivery. To learn more about the home delivery or to sign up for the program, go to **www.tricare.mil/homedelivery**. Beneficiaries can get more information on allergy services TRICARE offers and how to arrange care by visiting TRICARE's website at **www.tricare.mil/mybenefit/allergy**. For more information about allergies visit the National Institutes of Health website at **www.nlm.nih.gov/medlineplus/allergy.html** or NIAID at **www.niaid.nih.gov**

Tips for Taking Care of Your Teeth and Visiting the Dentist – Dental Care for Adults

Brushing and Cleaning

Brushing and flossing your teeth is just as important now as it was when you were a youngster. Brush your teeth twice a day with a product featuring the ADA Seal of Acceptance. Choose a toothbrush with soft bristles. If you have limited ability to move your shoulders, arms or hands, you may benefit from using an electric toothbrush. Clean between teeth daily with floss or other inter-dental cleaners such as picks or brushes.

Toothbrush

Replace your toothbrush every three or four months or sooner if the bristles become frayed. A worn toothbrush will not do a good job of cleaning your teeth.

Dentures

Bacteria stick to your teeth and also to full or partial dentures. If you wear dentures, remember to clean them on a daily basis. Take your dentures out of your mouth for at least four hours every day. It's best to remove your full or partial dentures at night. To stay healthy, the lining of your mouth needs to rejuvenate after prolonged contact with dentures. Your dentist will provide you with instructions about how long your dentures may be worn each day. Use denture cleaning products like denture cleansers and overnight soaking solutions to help keep dentures fresh and clean.

Water

Consuming optimally fluoridated water throughout life helps prevent tooth decay no matter how old you are. If you choose bottled water, check the label for fluoride content. Talk to your dentist about what is best for you.

Quit Smoking

Smoking increases problems with gum disease, tooth decay and tooth loss. It also affects healing after dental procedures and the retention of dental implants. There are tobacco cessation programs, over-the counter products and prescription medications that your dentist may prescribe or recommend that can help you quit smoking.

Visiting the Dentist

Visit your dentist regularly for a complete dental check up. If you need help finding a dentist, see Find an ADA Member Dentist. Your dentist can help evaluate problems that medications may create for your mouth. To get the most out of your dental visit, please bring the following items to your dental checkup:

An up-to-date list of your medications including vitamin supplements

An up-to-date list of your medical conditions and allergies

Information about your health care providers, including all of your doctors and their phone numbers

Information about your emergency contacts

Dental insurance or Medicaid cards

Dentures or partials—even if you aren't currently wearing them

WELCOME ABOARD ! !

NHC Annapolis would like to welcome Dr. Toya Kelley to our Primary Care Clinic. Dr. Kelley was born and raised in Atlanta Georgia, went to Morgan State University for her undergraduate degree and Boston University School of Medicine for her Medical degree. She completed her residency in Family Medicine at the Medical College of Georgia in Augusta. She is an Army spouse and comes to us from Dwight Eisenhower Army Medical Center at Fort Gordon, Georgia. Dr. Kelley is credentialed and Board Certified in the full spectrum of Family Medicine, and has a strong interest in the health of women and children.

Recent Deployments 2011

HMC(SW/AW/FMF) Aaron Zale recently returned from a deployment to Southeast Asia in support of Joint Prisoner of War, Missing in Action Command (JPAC) for a 35 day recovery mission in Laos. The role of JPAC is to achieve the fullest accounting of all Americans missing as a result of the nation's past conflicts. He was assigned to Recovery Team -1 as the team's medic who provided on site medical treatment to the team and local nationals. The team was led by an anthropologist who directed the dissection of the site into 4 x 4 meter grids and excavation of soil in a precise manner. Once the soil was removed, the team would screen each ounce of dirt at a wet screening station down to a 1/4 inch size by hand while looking for any artifacts that may pertain to our missing service member(s). The team was assisted by hired local workers who worked alongside the team in the process of screening, soil management, and site clearing. JPAC missions are ongoing around the world and work in some of the most austere and remote locations to locate missing Americans. Further information on JPAC can be located at their website: http://www.jpac.pacom.mil/.

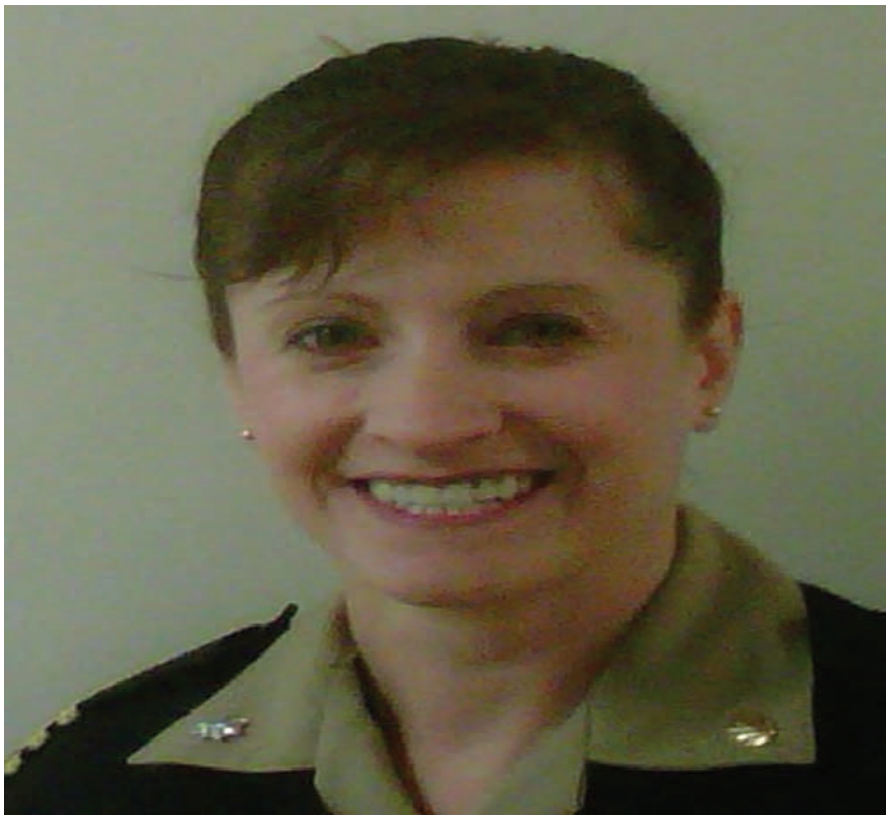
HMC Aaron Zale pictured below:

Recent Deployments 2011

CDR Barbara Mullen, a Family Nurse Practitioner assigned to the Brigade Medical Unit reported to the command at the end of August 2010 after 4 years in Japan. Within 6 weeks of being on station, she received orders to Expeditionary Medical Facility – Kuwait. CDR Mullen would be part of Lima Detachment, the last detachment for the Navy to Kuwait. The mission, which the Navy has fulfilled since 2006, will be handed over to the Army at the end of the year.

"This is an exciting time to be working on this mission, as it's the last time the Navy will be here", CDR Mullen stated. "The Army will be here at the end of May to discuss the transition and lay out a turnover plan, and that's when the work will really begin".

When not dodging sandstorms, CDR Mullen is functioning as a Family Nurse Practitioner in the Troop Medical Clinic at Camp Arifjan, Kuwait, as well as filling the roles of Quality Manager, SHARP Specialist (The Army Sexual Harassment and Sexual Assault Program), Co-Chair of the Executive Committee of the Professional Staff, and member of the MWR and Wardroom committees. "It's been an interesting deployment thus far, but I am looking forward to returning to the Naval Academy at the end of the year", CDR Mullen remarked.



CDR Mullen pictured above

RICARE Makes Moving Easier for Active Duty Families

oving is inevitable for service members. Whether it's across states or across countries, the number of things-to-do on their mov checklist can be daunting.

Active duty service members (ADSMs) and active duty family members (ADFMs) who are moving to a new location can w transfer their TRICARE Prime enrollment with a simple phone call. In most transfers, this means no more filling out enroll-ent forms. This new telephone option adds convenience for ADSMs and their families.

Moving ADSMs simply call their current regional health care contractor to transfer their family's enrollment, and include a l number and email address. The new regional contractor will contact them within five business days after the relocation date t alize their TRICARE transfer.

The enrollment transfer includes a new primary care manager (PCM) best suited to the location of the ADSM's work, hom d anticipated medical needs. If moving within the current region, this process can be used to help them transfer to a new PCM

ADSMs and their families will not have to worry about coverage during this transfer process because they are continuousl vered under TRICARE. Once settled, they can confirm coverage on the Beneficiary Web Enrollment (BWE) website.

If an ADSM or ADFM forgets to notify his or her current regional contractor of their upcoming move, they still have the op n to contact the new regional contractor to transfer enrollment via phone.

This new phone option adds to the number of choices ADSMs and ADFMs already have in transferring enrollment when oving. Other options include transferring thru military base in-processing, online through BWE and by downloading and complet an enrollment application (DD Form 2876) to mail. To download this form, visit **www.tricare.mil/forms**. ADSMs and their fam s can also visit a local TRICARE Service Center.

TRICARE believes this 'before and after' customer service approach will create a smooth enrollment transfer for ADSMs d their families. For more information on transferring Prime enrollment, go to: **www.tricare.mil/moving**.

BRANCH HEALTH CLINICS
IMPORTANT CONTACT NUMBERS

Earle , New Jersey
Main: (732) 866-2300 or 2303
Appointments : (732) 866-2300 or 2303
Front Desk: (732) 866-2300 or 2303
Health Promotion : (732) 866-2018
Dental Clinic: (732) 866-2255 or 2257
Patient Contact : (732) 866-2018 or 2300

Lakehurst, New Jersey
Main: (732) 323-2231
Appointments: (732) 323-5323
Pharmacy : (732) 323-2658
Health Benefits : (732) 323-5335
Patient Contact Rep : (732) 323-5372
Nurse : (732) 323-1068
Family Practice: (732) 323-7095

BRANCH HEALTH CLINICS
IMPORTANT CONTACT NUMBERS

Mechanicsburg, Pennsylvania
Main: (717) 605-2636
Front Desk: (717) 605-2636
Health Promotion: 717-605-2026 DSN 430-2026

Philadelphia, Pennsylvania
Main: (215) 897-8147
Preventive Medicine Technician: (215) 897-6837

Industrial Hygiene Services:
Main: (215) 897-6115
Fax: (215) 897-6384

What's New at NHC Annapolis

New HealthCare Delivery Model at Naval Health Clinic Annapolis….Medical Home Port

In June 2011, Naval Health Clinic Annapolis (NHCA) will transition to a new healthcare delivery model, the Medical Home model. The model is well known in the civilian sector and is based on the concept that the patient is always at the center of every decision made regarding their care. The entire Military Health System is transitioning to this model of care and will be known in the Navy as Medical Home Port. Medical Home Port is patient and family centered, team-based, comprehensive and proactive in its approach. It is designed to fully meet the complete primary care, health and wellness needs of our patients.

NHCA's Medical Home Port team will be located in the Primary Care Clinic and consists of health care professionals including Family Practice Physicians, Nurse Practitioners and Physicians Assistants. In addition the team will include Registered Nurses (RNs), Licensed Practical Nurses (LPNs), Medical Assistants or Corpsmen, and Medical Clerks. Other support services will include a Disease Manager, Nutritionist, Referral Manager, and a Behavioral Health Provider.

The priority is that a patient's Primary Care Manager (PCM) remains the same as long as he/she continues to work at NHCA. This will ensure improved continuity of care, and allow the patient and the PCM to develop a closer relationship and partnership. You will receive a letter in the mail indicating your assigned Primary Care Manager.

As we transition to Medical Home Port, please be aware that some of our other clinic spaces may have been relocated in order to co-locate the Medical Home Port team. We apologize for any inconvenience but look forward to serving you using this new model of healthcare delivery.

Changes You Can Expect:

Care that is all inclusive and integrated with all other care provided within our healthcare system.

Scheduling clerks will be directly located within your team, improving access, continuity and ease of scheduling.

A Referral Manager to assist you through the entire referral process, assisting your provider in getting faster results from your specialist.

Children who are currently assigned to the pediatrician will continue to see that provider. Parents who wish to have their entire family's care provided by a Family Practice Home Port team may choose to do so.

For more information about Medical Home Port, contact the following:

Health Benefits Advisor **(410) 293-2276**
NHCA-healthBenefitsAdvisor@med.navy.mil

Customer Service **(410) 293-1741**
NHCA-CustomerRelations@med.navy.mil

Or visit our website at http://www.med.navy.mil/sites/Annapolis.

THE NAVAL HEALTH CLINIC ANNAPOLIS

(INCLUDING PHARMACY, LABORATORY AND X- RAY)

WILL BE CLOSED ON MAY 19TH, 2011

FROM: 1100-1400

FOR COMMAND TRAINING.

WE APOLOGIZE FOR ANY INCONVENIENCE.

THANK YOU IN ADVANCE FOR YOUR PATIENCE AND SUPPORT!

If you have a serious medical condition that the absence of treatment would result in a threat to your life, limb or sight, go to the nearest military or civilian hospital emergency room. Our Customer Relations Officer phone number is: 410-293-1216. For more information about how to voice a concern, you may provide feedback to Customer Relations by emailing: NHCA- CustomerRelations@med.navy.mil

********NOTICE PLEASE NOTE ********

MODIFIED CLINIC HOURS

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MAY 24-25 & 27, 2011

THE NAVAL HEALTH CLINIC ANNAPOLIS

WILL HAVE MODIFIED HOURS OF OPERATION

DURING BLUE ANGELS PERFORMANCE

&

COMMISSIONING DAY

SPECIAL HOURS: MAY 24 &25 0730-1100

(THE CLINIC WILL CLOSE AT 1100)

(THIS WILL INCLUDE THE PHARMACY, LABORATORY AND X-RAY DEPARTMENTS)

MAY 26 - CLINIC WILL BE OPEN

NORMAL HOURS OF OPERATION

MAY 27 CLINIC WILL BE CLOSED

Hail!

LT Gray, LT Martin, LT Chery, HM1 Burleson, HM3 Potter, HA Rodriguez, HN Adams

Farewell!

HM3 Gamboa, HM2 Dancel, LS2 Williams, HM2 Schilling, HM2 Billings

Congratulations!

Congratulations to the following personnel and their families on their recent reenlistments:
HM2 Reed, PSSN Link, HM2 Parker, HM2 Danko, MA2 Danner

UPCOMING EVENTS!

Commissioning Week: May 23-27

I-Day Minus 1 & I-Day : June 29th & June 30th
(Clinic will be closing at 1600)

Blue Angel's Air Show: May 24th & 25th

*** For the most up to date information concerning upcoming events, and changes in hours of operation please be sure to visit our public website at : http://www.med.navy.mil/sites/annapolis/Pages/default.aspx***

IMPORTANT CONTACT NUMBERS

Naval Health Clinic Annapolis Appointment Line:

(410) 293– 2273 (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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