

September/October 2010



WHAT'S NEW !!

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, please)

New services offered at BHC Earle Optometry Clinic:

Complete eye exams and prescriptions
for Active duty, retirees
and their family members

Refractive surgery consultations and
new frame of choice selections for
Active Duty Only

Call the clinic for appointments:
(732) 866-2300

BHC EARLE

NEW CLINIC HOURS:

Starting 30 August 2010

Monday and Wednesday: 0730 – 1800
with enrollment open for ages 2 - 65
years of age beginning 1 September.

BHC LAKEHURST

NEW CLINIC HOURS:

Starting 2 September

Thursdays: 0730 -1800 with enroll-
ment open for ages 4 - 65 years of age.

HEALTH PROMOTION BREAST CANCER AWARENESS

Naval Academy Bridge Walk
October 08 from 1130-1300.

To register please contact Ms. Susan
Hennessy, Health Promotion/Wellness
Coordinator/Diabetes Educator
410-293-1172

susan.hennessy@med.navy.mil

NAVAL HEALTH CLINIC ANNAPOLIS

Branch Health Clinics
EARLE, LAKEHURST, MECHANICSBURG, PHILADELPHIA, and WILLOW GROVE
<http://www.med.navy.mil/sites/annapolis>



**Our MISSION is to optimize the health and readiness of the Bri-
gade of Midshipmen, Active and Reserve forces, and all entrusted
to our care.**

CAPT'S CORNER



CAPT Richard L. Schroff, Jr
Medical Corps, U.S. Navy

Dear NHC Annapolis Family,

During the I-Day evolution I was elated with the dedication and coordination displayed by all staff. Your collaborative efforts illustrated the care and compassion we have for all our newest Sailors. This objective is always a massive undertaking and the preparation, medical care provided and flow of the entire operation was simply amazing. The importance of this project cannot be overstated and I thank each and every one of you on a job well done!

As Commanding Officer, my goal of transforming our current medical operations to a more patient-centered model is becoming a reality as we provide outstanding health care to the beneficiaries we serve. We have expanded our hours of operation at each facility to make it more convenient to access health care appointments, and we have added specialty services to better accommodate the needs of our patients. As we continue to transform, stay informed by visiting our Naval Health Clinic Annapolis website www.med.navy.mil/sites/annapolis or contacting our Health Benefits Advisor at (410) 293-2276 for the latest information.

Flu season usually begins when cold weather appears. There's no apparent reason, it's simply a characteristic of the flu and the timing of the seasons. Outbreaks of the flu occur in different seasonal patterns depending on the region of the world. In the United States, the flu season is generally considered between October and May with the peak of

the season during December and March. As soon as we have the flu vaccination availability, we will advertise our hours of operation.

Back to school physicals have been a priority for my staff. We have offered school, sports and general physical exams over the summer months and we will continue to provide these types of services during the fall months, especially for those beneficiaries who have just transferred from out-of-state. Maintaining optimal health of your child is one of our greatest goals. These visits are important to monitor their growth and development, conduct a review of immunization records to prevent disease, detect and treat any possible nutrition or immune deficiencies, provide vision and hearing tests and address any concerns of the parent. Remember, healthcare providers in Primary Care Clinic offer quality pediatric care too.

Naval Medicine is the best in the world! We have some of the best healthcare professionals in the entire Navy in our Naval Health Clinic Annapolis family, and I'm proud to be the Commanding Officer of such an outstanding group of men and women. We will continue to strive to earn your trust and to provide you with the best possible health care available.

HEALTH CARE CONSUMER COUNCIL "TOWN HALL MEETING"

Please join CAPT Richard L. Schroff, Commanding Officer, on September 30, 2010, from 1300- 1630 at Hospital Point, Lockwood Heaton Conference Room for the Health Care Consumer Council. 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 Health Care Consumer Council 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.

West Nile Virus & Other Mosquito borne Encephalitis in MD, PA & NJ

With the temperatures heating up; we also notice more insect activity. West Nile Virus from mosquito transmission has been on the rise in Maryland, Pennsylvania and New Jersey. Most mosquitoes that carry West Nile virus start biting around sundown to sun-up or throughout the night. Insect repellent is recommended for protection and should be available by the front and back doors at home, in the car and in the travel bag.

These insect repellent ingredients are recommended by the Centers for Disease Control (CDC): DEET, Oil of Lemon Eucalyptus* or PMD, the synthesized version of oil of lemon eucalyptus. For more information visit: <http://www.cdc.gov/ncidod/dvbid/westnile/RepellentUpdates.htm> and <http://www.cdc.gov/>



Lyme disease is a zoonotic disease transmitted by what is commonly known as the deer tick (*Ixodes scapularis*) or black-legged tick. In Maryland in 2009, there were 2024 confirmed and probable cases



of Lyme Disease. Out of the 2024 cases in Maryland, 194 of them were reported in Anne Arundel County. Lyme disease is a potentially serious illness. Common signs and symptoms include a bull's eye rash, headache, mild fever, muscle and joint aches and fatigue. These symptoms will normally occur within one month of the tick bite. Lyme disease is treated using antibiotics which are most effective in the early stages of the disease. If left untreated, serious health problems such as meningitis, facial paralysis, vision problems, heart trouble and arthritis can occur.

There are many personal protective measures you can take to prevent Lyme disease:

1. Avoid tick infested areas, whenever possible.
2. Wear light colored clothing so the tick is easy to see and remove. Wear long pants and tuck them into your socks or boots. Wear a long sleeve shirt with the shirt tails tucked in to prevent ticks from getting under your clothing.
3. Use a tick repellent containing Permethrin on clothing and a repellent containing DEET on skin not covered by clothing. Do not apply Permethrin on skin.
4. Frequent and thorough "tick checks" are essential. Check often and remove them immediately.

The proper way to remove a tick is to use tweezers and grasp the tick as close to the skin as possible and steadily pull until the tick is removed. Do not use heat, petroleum jelly or other irritants to remove the tick. Note the date of the tick removal and contact your healthcare provider if symptoms occur.

For more information visit Anne Arundel County Health Department's website at:

<http://www.aahealth.org/a2z.asp?id=61>

Quick Tip – Avoid Using the Emergency Room for Non-Emergency Care

Are you aware the average cost for an emergency room is 10 times more expensive than a visit to the local urgent care center? Help TRICARE control benefit costs by using the appropriate level of service for your health care need by becoming familiar with guidance below:

Emergency Care: TRICARE defines an emergency as a medical, psychiatric or maternity condition that someone with average information on health and medical care would identify as a serious condition where the absence of immediate medical attention would result in a threat to life or limb, eyesight, suffering due to severe pain, and or risk to self or others. If you need to go the nearest military or civilian emergency room, call 911 immediately.

Urgent Care: TRICARE defines urgent care as care which is medically necessary to treat an injury or illness that would not result in a more serious condition if not treated immediately, but needs professional medical attention within 24 hours.

Please note – most urgent care can be provided by your PCM. If urgent care is needed after clinic hours, contact the Duty Health Care Provider for prior approval before seeking care at an urgent care clinic. If the care is not coordinated, it will be covered under the Point of Service option at higher out-of-pocket costs. Contact the Duty Health Care Provider by calling: 410-293-2273 and select option 1.

Do not assume no news is good news after a test or procedure

Ask your provider or clinic nurse about how you will get the results for any tests or procedures that are ordered for you. If you do not get test or procedure results within several weeks at a follow-up clinic visit, by telephone, or in the mail, contact your clinic nurse. *Speak up* to get information you need to manage your health and health care!

Use resources to get the most from your TRICARE Benefit!

Visit the TRICARE Media Center at www.tricare.mil/mediacenter to get the latest TRICARE news or sign-up for email updates. The TRICARE website at www.tricare.mil provides valuable information on MTF locations, benefit and cost information, healthcare, and much more. Health Net Federal Services also provides good information, so visit their web site at www.healthnetfederalservices.com to learn more about your TRICARE benefit, get claim information, access healthcare brochures, and much more.

Naval Health Clinic Annapolis Primary Care Clinic -Care At Its Best!

The Primary Care Clinic at Naval Health Clinic Annapolis is devoted to the optimum health, well-being of all our beneficiaries. We pride ourselves on our customer service, diversity, access to care and focus on prevention and education. Our professional Primary Care providers or also known as “Primary Care Managers” provide care for all ages, creating lifelong relationships beginning in infancy and continuing through adolescence and into adulthood.

Our providers are highly skilled, and work hard every day to meet the needs of our patients. All providers have received significant training in the major areas of medicine, including pediatrics, and strive to keep abreast of new developments through regular continuing education. The Primary Care Clinic is a great choice for pediatric care as well, since all members of the family can be seen by the same provider!

We put a special emphasis on prevention and screening through regular check-ups and health and wellness education to help detect diseases early, allowing for more effective treatment. Our Primary Care services include Adult and Pediatric care, limited outpatient Obstetrics and Gynecology, and Acute care for a wide variety of problems. We have a full service Pharmacy, a Laboratory for diagnostic testing and x-ray capability with diagnostic imaging. We have recently expanded our hours of service to accommodate busy schedules. This access includes 24 hour phone access to a duty healthcare provider for guidance regarding healthcare needs after hours.

When should I call the clinic’s call center?

- Our call center is ready to assist our beneficiaries with booking appointments between 0630 – 1700 at 410-293-CARE.
- If you or a family member has been involved in an accident and think that you may need medical attention.
- If your child has issues with ADHD or learning challenges.
- If you or a family member has had a chronic medical issue that has been going on for more than 2 weeks.
- If you have been instructed by your primary care provider or another specialist to have a follow-up for a specific issue.
- Wellness appointments.

The Substance Abuse Rehabilitation Program (SARP) Annapolis is located in the Mental Health Department at Hospital Point and provides screening, assessment, early intervention, outreach and individualized outpatient treatment for substance abuse disorders. SARP counselors are trained in prevention as well as substance abuse treatment and are available to provide outreach services to area commands as well as the U.S. Naval Academy. NHCA’s SARP is investigating plans to reach patient populations at BHCs Willow Grove, Lakehurst, Earl, and Mechanicsburg. Contact your Command Drug and Alcohol Program Advisor (DAPA) or SARP directly at (410) 293-3208 for more information. We are standing by ready to assist.

Kudos to...

Naval Health Clinic Annapolis is proud to recognize the following outstanding Sailors for the Second Quarter, 2010:

**Sailor of the Quarter – HM1(FMF) Phillip Oppliger,
POMI Coordinator and BLS Program Manager**
Junior Sailor of the Quarter – MA2 Suzanne Danner, Command Master at Arms
Bluejacket of the Quarter – HA Joseph Gomez, Staff Corpsman, Brigade Medical Unit

Please congratulate these Sailors and “Bravo Zulu” to all those nominated as well.



Civilian of the 1st Quarter 2010



Dr. Brittany Klass was selected as Civilian of the 1st Quarter, 2010. Dr. Klass served as Acting Department Head, Optometry, Naval Health Clinic Annapolis during the period 01 January 2010 to 31 March 2010 when CDR Jackson was deployed on the USS Comfort in support of "Operation Unified Response" to Haiti. After the Department Head deployed, Dr. Klass quickly took charge of Optometry Clinic operations. She organized the staff for maximum efficiency and provided direct supervision and leadership to the enlisted personnel and civilian technician. As a sole provider in a busy clinic, she assumed all Department Head duties and carried out tasks without any degradation to patient care. During this period, the clinic experienced a 67% turnover of enlisted personnel, and despite this hardship, she successfully trained and transitioned the new technician team while continuing to provide superlative patient care. Concurrently, Dr. Klass worked to obtain USNA IRB approval to conduct a research study in conjunction with NNM's Refractive Surgery Clinic. As the principle investigator at the USNA, the research study will evaluate post-operative discomfort and visual acuity comparing two methods of photorefractive keratectomy (PRK). The results of this study will help determine the future of refractive surgery. She has consistently performed above Navy Optometry workload expectations, routinely exceeding the benchmark by 75%. Dr. Klass continually strives to improve her clinical acumen by attending lectures and conferences off-duty, and spending considerable time preparing case studies as she works toward eligibility in becoming certified as a Fellow of the American Academy of Optometry (FAAO). Her exceptional profes-

Civilian of the 2nd Quarter 2010



Dr. J.R. Modi was selected for his outstanding performance in support of Navy Medicine and Naval Health Clinic Annapolis and the Branch Health Clinics for the period 01 January to 31 March 2010. Dr. Modi's clinical excellence and dedication is evident in the manner in which he cares for his pediatric patients; he takes the time to explain disease processes, developmental milestones, and addresses concerns voiced by parents. He is a truly a role model in his ability to educate, provide assurance, and give directions on follow-up care. His involvement of daily clinic operations is to be emulated by other Department Heads. He is constantly involved with staff training and providing direction to ensure safe and appropriate care for both his pediatric patients and the beneficiaries requiring immunizations. He has been actively involved in the renovation plans of the new pediatric and immunization spaces. Engaged from the start of this massive project, he has devoted time to review plans to ensure optimal space utilization, patient flow, vaccine storage, and assure patient privacy. He reviewed blueprints to assure safe placement of electric outlets, equipment, and other built-in features that will result in a space that is not only effective and efficient for patient care, but is safe for the pediatric patient. In addition to his clinical expertise, he has provided pertinent patient education materials and assured learning needs assessments were conducted for optimal patient care. An immunizations subject matter expert, he continuously researches the latest in vaccination practices and assures they are implemented and followed in the immunization clinics. He conducted a thorough review of all immunization protocols at the BHCs to ensure adherence to safe practices, that included proper storage and temperature documentation of vaccines. He is a natural leader and organizer, who embraces each challenge with diplomacy and commitment in order to provide senior leadership with sound recommendations and advice regarding the practice of medicine. As Chair of the Executive Committee of the Medical Staff, he reviews all Patient Safety reports and recommends changes in the practice of health care delivery, if needed. This very talented clinician and catalyst

Pharmacy Update

Pharmacy patients will soon enjoy the convenience of a newly renovated prescription refill pick-up area located adjacent to the main pharmacy. This new service will reduce the wait time for patients picking up prescriptions processed through the automated refill call-in system. A ticket numbering system will allow patients to be seated in the waiting area, instead of standing in line, while they wait to pick up prescriptions. Services will continue to support all new prescriptions at the main pharmacy using a separate queuing management system. Pharmacy staff will be available at both locations for patient counseling and assistance.

Significant changes in the formulary at MTF pharmacies in the National Capitol Area (NCA) are currently under review. Teams from the National Naval Medical Center Bethesda and Walter Reed Army pharmacies are working together to establish a single uniform formulary for the entire NCA. During the next several months, all classes of medications will be reviewed and ultimately the Navy and Army formularies will merge so that all military facilities in the NCA are able to provide the same medications. The goal is to provide continuity of care in the NCA for all beneficiaries. NHC Annapolis pharmacy is currently advising patients and providers which medications will be added or deleted from the NHCA formulary. The pharmacy staff is available to provide guidance concerning substitutions for medications deleted from the formulary.

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