



**AUG 30** Book Appointments Online

 Prescription Refill

 Secure Messaging with Provider (link to RelayHealth.com)

 Access Personal Health Data

**Appointment Line**  
NHB 228-5175/5198  
MCRD 228-4237  
MCAS 228-7424

Question? Concerns?  
  
Richard Tyson  
843-228-5640  
Richard.Tyson@med.navy.mil

**TRICARE Customer Support**  
1-800-444-5445

# NAVAL HOSPITAL BEAUFORT NEWS FLASH

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## Have you ever missed an appointment? Did you know by missing your appointment you are affecting someone else's chance of being seen?

Many beneficiaries are failing to keep their medical appointments or cancel scheduled appointments in a timely manner. Those patients who don't show up for an appointment may not understand how it affects others or how it may cost Naval Hospital Beaufort (NHB) and the branch clinics. When patients fail to keep a scheduled appointment, they are negatively impacting other patients' access to their health care provider. No-shows often result in increased emergency room or urgent care utilization, decreased continuity of care, and increased patient wait times.

In civilian health care, no-shows are still charged a fee, and in some instances, no-shows are no longer allowed to be seen at the provider's office. At NHB, we ask for your full cooperation in providing timely and quality care.

Don't be a no-show, "just let us know!"



### December No-Shows

NHB - 538 missed appointments  
- no show rate of 11.4%  
- cost \$78,332.80

MCRD - 429 missed appointments  
- no show rate of 15.4%  
- cost \$62,462.40

MCAS - 127 Missed appointments  
- no show rate of 10.9%  
- cost \$18,491.20

Over 1,000 no-shows in 1 Month!  
Costing \$159,286.40

## Don't be a No-Show, "Just Let Us Know!"

Once you become aware you will not be able to make your scheduled appointment, please inform us by using one of the following three methods. The first option is the NHB automated phone system that reminds patients a day in advance of their schedule appointment. If you are aware that you are not able to make your appointment at this time, you may cancel it through this system. Secondly, you can contact the appointment line (using numbers on the left). Your third option is to log-on to [www.TRICAREOnline.com](http://www.TRICAREOnline.com) to cancel or reschedule your appointments.

We are here to provide you with excellent health care. It's your responsibility to be aware of your appointments and to show up for them. Please arrive 15 minutes before your appointments to allow for timely check in.

Please, Don't be a No-Show, "Just Let Us Know!"