



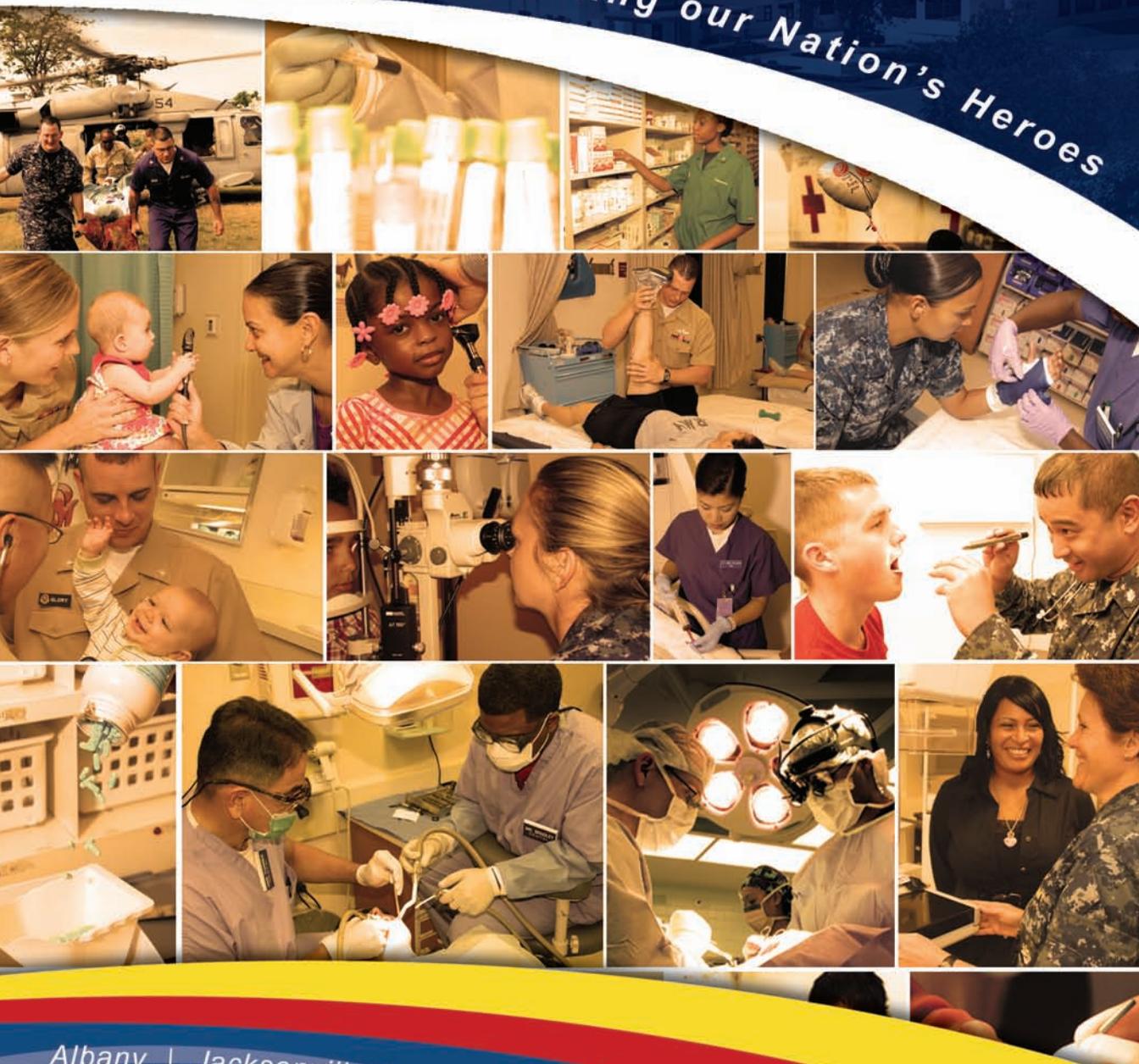
Welcome to

NAVAL HOSPITAL

Jacksonville

PATIENT GUIDE

Healing our Nation's Heroes



Albany | Jacksonville | Key West | Kings Bay | Mayport



www.med.navy.mil/sites/nhjax

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Hospital: (904) 542-7540
BHC Albany: (229) 639-7871
BHC Jax: (904) 542-3500, ext. 7116
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- 11 **Disability Counselor (Hospital):** (904) 542-7569
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Hospital ER: (904) 542-7341

Naval Hospital Jacksonville Public Affairs Office

2080 Child Street
Jacksonville, Fla. 32214

(904) 542-7820

JAXPublicAffairs@med.navy.mil

*Contact us for information
about this publication*

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(800) 529-4677
(800) JAX-HOSP

Hospital • Albany
Jacksonville • Key West
Kings Bay • Mayport

*Includes after-hours access
to the Nurse Advice Line*

Information/ Quarterdeck:

Hospital: (904) 542-7300

Branch Health Clinic Albany:
(229) 639-7884/7886

Branch Health Clinic Jax:
(904) 542-3500 (active duty)

Branch Health Clinic Key West:
(305) 293-4600

Branch Health Clinic Kings Bay:
(912) 573-6398

Branch Health Clinic Mayport:
(904) 270-4446

Abbreviations:

NH Jax: Our entire command, which includes the main hospital and our five branch health clinics (BHCs)

BHC: Branch Health Clinic

DEERS: Defense Enrollment Eligibility Reporting System

HBA: TRICARE Health Benefits Advisors

MTF: Military Treatment Facility

PCM: Primary Care Manager

TSC: TRICARE Service Center

26 Exceptional Family Member Program:

Hospital: (904) 542-7348
BHC Albany: (229) 639-5277
BHC Jax: (904) 542-7348
BHC Key West: (305) 293-4842
BHC Kings Bay: (912) 573-6021
BHC Mayport: (904) 270-4259

14 Expecting & New Parents

20 Family Medicine:

Hospital: (904) 542-7963
BHC Albany: (229) 639-7884
BHC Key West: (305) 293-4834/4850
BHC Kings Bay: (912) 573-0608
BHC Mayport: (904) 270-4220

11 Fleet Medical Liaison (Hospital): (904) 542-9256

20 Gastroenterology (Hospital): (904) 542-9473 (Internal Medicine)

16 General Surgery (Hospital): (904) 542-7600

15 Health Care Resolutions: (904) 542-7009/Pager (904) 565-0780

26 Hospital United Grief Support (HUGS)

20 Immunizations:

Hospital: (904) 542-7810
BHC Albany: (229) 639-7815
BHC Jax: (904) 542-3500
BHC Key West: (305) 293-3929
BHC Kings Bay: (912) 573-8250
BHC Mayport: (904) 270-5059

28 Information & Release of Information:

Hospital: (904) 542-7300
BHC Albany: (229) 639-7884/7886
BHC Jax: (904) 542-3500 (active duty)
BHC Key West: (305) 293-4600
BHC Kings Bay: (912) 573-8250
BHC Mayport: (904) 270-4444

15 Inpatient Care & Surgery

16 Intensive Care Unit (Hospital): (904) 542-7640

21 Internal Medicine (Hospital): (904) 542-7910

28 Interpreters/Language Line: (904) 542-7300

27 JAG – Counsel's Office (Hospital): (904) 522-7816

16 Labor & Delivery (Hospital): (904) 542-7705/7704

15 Labor & Delivery (L&D)/Maternal Infant Unit (MIU)

18 Laboratory:

Hospital: (904) 542-7380
BHC Albany: (229) 639-7838
BHC Jax: (904) 542-3500, ext. 8612
BHC Key West: (305) 293-3913
BHC Kings Bay: (912) 573-4265
BHC Mayport: (904) 270-4302

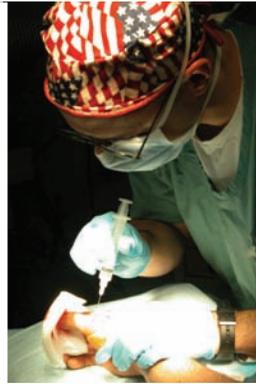
18 Laboratory & Radiology

28 Late Policy

17 Maternal Infant Unit (Hospital): (904) 542-7709/7708

11 Medical Boards (Hospital): (904) 542-7568

27 Medical Homeport: Contact your PCM/Medical Homeport team

**28 Medical Records:**

Hospital: (904) 542-7425/7427 (outpatient) & (904) 542-7362 (inpatient)
 BHC Albany: (229) 639-7827
 BHC Jax: (904) 542-3500, ext. 8825
 BHC Key West: (305) 293-3957
 BHC Kings Bay: (912) 573-4242
 BHC Mayport: (904) 270-4242

28 Medicare: (800) 772-1213**21 Mental Health:**

Hospital (Building 2034): (904) 542-3473
 BHC Kings Bay: (912) 573-4524
 BHC Mayport: (904) 270-4280

29 Minors**17 Multi-Service Unit (Hospital):** (904) 542-7658**21 Neurology (Hospital):** (904) 542-9047/7373
(Internal Medicine)**9 New to Area****21 Nuclear Medicine (Hospital):**
(904) 542-9047/7373**21 Nutrition (Hospital):** (904) 542-9786**22 OB/GYN:**

Hospital: (904) 542-7419/7420
 BHC Key West: (305) 293-4834/4850 (Family Medicine)
 BHC Mayport: (904) 270-4270

22 Occupational Health:

Hospital: (904) 542-7297
 BHC Albany: (229) 639-5557
 BHC Jacksonville: (904) 542-3500, ext. 8713
 BHC Key West: (305) 293-4848
 BHC Kings Bay: (912) 573-3638
 BHC Mayport: (904) 270-4347

12 Ombudsmen (Hospital & BHC staff):
(904) 497-7837**22 Ophthalmology (Hospital):** (904) 542-7680**11 Optometry:**

BHC Albany: (229) 639-5976
 BHC Jax: (904) 542-3500, ext. 8848
 BHC Key West: (305) 293-4849/4851
 BHC Kings Bay: (912) 573-4227
 BHC Mayport: (904) 270-4328

22 Orthopedics (Hospital): (904) 542-7365**19 Outpatient Clinics****24 Pastoral Care/Chapel (Hospital):** (904) 542-7531**32 Patient Advisory Council:** (904) 542-9175**24 Patient Relations:**

Hospital: (904) 542-9175,
 e-mail: nhjaxcustomerservice@med.navy.mil
 BHC Albany: (229) 639-7829/7886
 BHC Jax: (904) 542-3500, ext. 8754
 BHC Key West: (305) 293-4872
 BHC Kings Bay: (912) 573-4458
 BHC Mayport: (904) 270-4446 (main telephone)

29 Patient Safety**22 Pediatrics (Hospital):** (904) 542-7302**27 Pet Therapy "Canine Corps" (Hospital):**
(904) 542-7635/7583**11 PHA/Pre- and Post-Deployment Health:**

BHC Jax/Hospital: (904) 542-3500, ext. 8115/8724
 BHC Albany: (800) 529-4677
 (Central Appointments)
 BHC Key West: (305) 293-4844/4838
 BHC Kings Bay: (912) 573-4251
 BHC Mayport: (904) 270-5251

25 Pharmacy:

Hospital:
 Outpatient Pharmacy: (904) 542-7405
 Satellite Pharmacy (Building 950 – Exchange parking lot): (904) 542-2537
 Refills: (904) 542-7410/7420 or online at
www.med.navy.mil/sites/nhjax
 (Pharmacy Refills icon)
 BHC Albany: (229) 639-7809
 BHC Jax (Active Duty only): (904) 542-3500, ext. 7624
 BHC Key West: (305) 293-3915
 BHC Kings Bay: (912) 573-8773
 BHC Mayport: (904) 270-4205

23 Physical Therapy & Occupational Therapy (Hospital):
(904) 542-7375**27 Policies & Information****12 POMI (Hospital & BHC staff):**
(904) 542-7715, ext. 137**14 Prenatal & Baby Classes (Hospital):**
(904) 542-BABY (2229)**26 Programs****23 Pulmonology (Hospital):** (904) 542-7041
(Internal Medicine)

Skipper's Welcome



I'd like to welcome you to Naval Hospital Jacksonville (NH Jax). Our priority is to heal our nation's heroes—a mission we've had since our founding in 1941. We do whatever it takes to deliver the highest quality care, centered not just on the patient but also on the family.

We have the unique responsibility and privilege of providing care on the home front while supporting Department of Defense operational missions abroad. At any given time, about 15 percent of our 1,400 military staff are serving in areas such as Afghanistan, Iraq, Kuwait, Djibouti and Cuba—providing world-class medical care.

As the fourth largest hospital in Navy Medicine—including our main hospital and five Branch Health Clinics in Florida and Georgia—we serve 215,000 beneficiaries. Our robust partnerships with hospitals and physicians in the TRICARE network expand our capacity. Each day, our team of 2,500 military and civilian personnel care for about 1,500 outpatients, treat 125 ER patients, fill 3,400 prescriptions, run 3,000 lab tests, admit 12 patients, perform eight same-day surgeries, see 207 dental patients and welcome three new babies into the world.

Our recent adoption of the Medical Homeport approach means our patients regularly see the same family of caregivers who help plan their care, now and in the future.

In 2010, we opened a \$35.8 million addition, which includes state-of-the-art surgical and physical & occupational therapy areas with an aquatic treadmill and other specialized equipment to expand our care to our wounded warriors; and a more family-friendly, integrated Labor & Delivery and Maternal Infant Unit. In 2011, we are enhancing pharmacy, intensive care, recovery and radiology.

We've been an integral part of the community for the past 70 years. We strive to enhance quality care locally, regionally and nationally through initiatives such as the NH Jax Patient Safety Symposium. We also actively partner with the Quality Collaborative of Northeast Florida, the University of North Florida's Center for Global Health and Medical Diplomacy and the Duval County Medical Society.

Our passion for educating the future of Navy Medicine is evident by our many programs. We have the Navy's largest Family Medicine Residency Training Program, and provide training for perioperative nurses, certified registered nurse anesthetists, physician assistants and hospital corpsmen. We are also building an infrastructure to support research and evidence-based practices in areas such as population health, enhanced care of obstetrics patients, pediatric obesity and vitamin D supplementation for infants.

Providing you the best possible experience is always at the top of our minds. We are interested in hearing of any concerns or compliments you might offer—especially any involving patient safety. You can submit comments at the Interactive Customer Evaluation (ICE) kiosks in most of our waiting rooms, or by clicking the ICE icon on our website at www.med.navy.mil/sites/nhjjax. You're also welcome to contact Patient Relations at the main hospital or any of our branch clinics, as well as our department and clinic Patient Relations representatives. You can always call my "Care Line" at (904) 542-CARE (2273).

Thank you for all you do for our great nation and for letting us assist you in creating and maintaining healthy, productive lives.

Captain Lynn Welling, MC, USN
Commanding Officer
Naval Hospital Jacksonville

18 Radiology: *Index –Cont.*

- Hospital: (904) 542-7363
- Breast Care Coordinator: (904) 542-7857
- CT/MRI/Fluoroscopy: (904) 542-9693
- Nuclear Medicine: (904) 542-7940
- Ultrasound/Mammography: (904) 542-9360
- BHC Albany: (229) 639-7814
- BHC Jax: (904) 542-3500, ext. 8844
- BHC Key West: (305) 293-3908
- BHC Kings Bay: (912) 573-3812
- BHC Mayport: (904) 270-4223

17 Rapid Response Team

- 27 Retiree Liaison (Hospital):** (904) 542-7477
- 27 Ribbons & Roses (Hospital):** (904) 542-7857
- 17 Same Day Surgery (Hospital):** (904) 542-7747
- 30 Security (Hospital):** (904) 542-7545

11 Sick Call:

- Hospital: (904) 542-7963 (Immunizations Clinic)
- BHC Albany: (229) 639-7017
- BHC Jax: (904) 542-4677 (Central Appointments)
- BHC Key West: (305) 293-4834
- BHC Kings Bay: (800) 529-4677
- BHC Mayport: (904) 270-4220

23 Sleep Disorders Clinic (Hospital): (904) 542-9427

30 Smoking & Tobacco

23 Substance Abuse Rehabilitation Program (Hospital): (904) 542-3473

30 The Joint Commission Accreditation

31 TRICARE Active Duty Family Member Dental Plan: (888) 622-2256

31 TRICARE Claims Services: (800) 403-3950

31 TRICARE Express Scripts (pharmacy): (877) 363-1303

31 TRICARE Extra/TRICARE Standard

31 TRICARE Health Benefits Advisors:

- Hospital: (904) 542-9164/9165
- BHC Albany: (229) 639-5544
- BHC Key West: (305) 293-4543
- BHC Kings Bay: (912) 573-4228
- BHC Mayport: (904) 270-4255

25 TRICARE Mail Order Pharmacy: (877) 363-1303

25 TRICARE Pharmacy Retail Network: (877) 363-1303

31 TRICARE Prime

31 TRICARE Retiree Dental Plan: (888) 838-8737

31 TRICARE Service Centers: (800) 444-5445
or www.humana-military.com

31 TRICARE Value Options (mental health): (800) 700-8646
TRICARE Website: www.tricare.mil

23 Urology (Hospital): (904) 542-7488

17 Visitors

9 Visitors To Labor & Delivery or Maternal Infant Unit

27 Volunteers

13 Weight Loss Surgery (Hospital): (904) 542-7524

23 Wellness Center/Health Promotions:

- Hospital (Building 867, next to NAS Jax fitness center): (904) 542-5292
- BHC Albany: (229) 639-5542
- BHC Key West: (305) 293-3857
- BHC Kings Bay: (912) 573-4237
- BHC Mayport: (904) 270-5251

18 What To Bring & What Not To Bring

Officers In Charge



BHC Albany: Lt. Cmdr. Charles Goodson



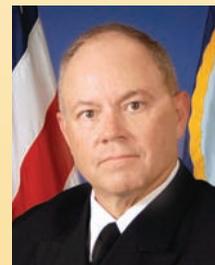
BHC Jax: Cmdr. Antony Joseph



BHC Key West: Capt. Julie Miavez



BHC Kings Bay: Capt. Danny Denton

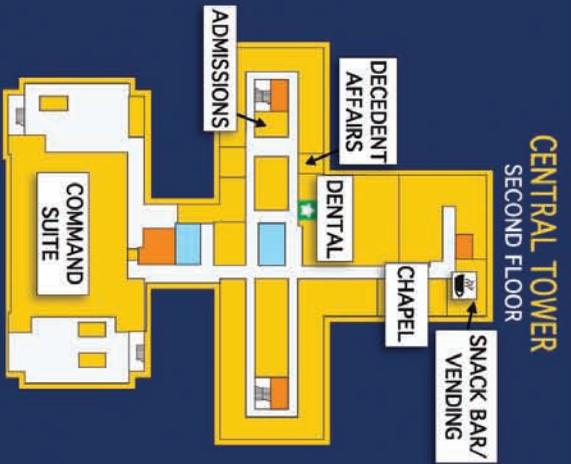
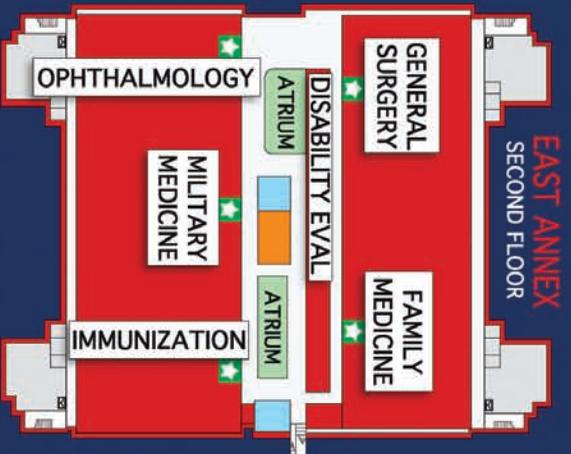
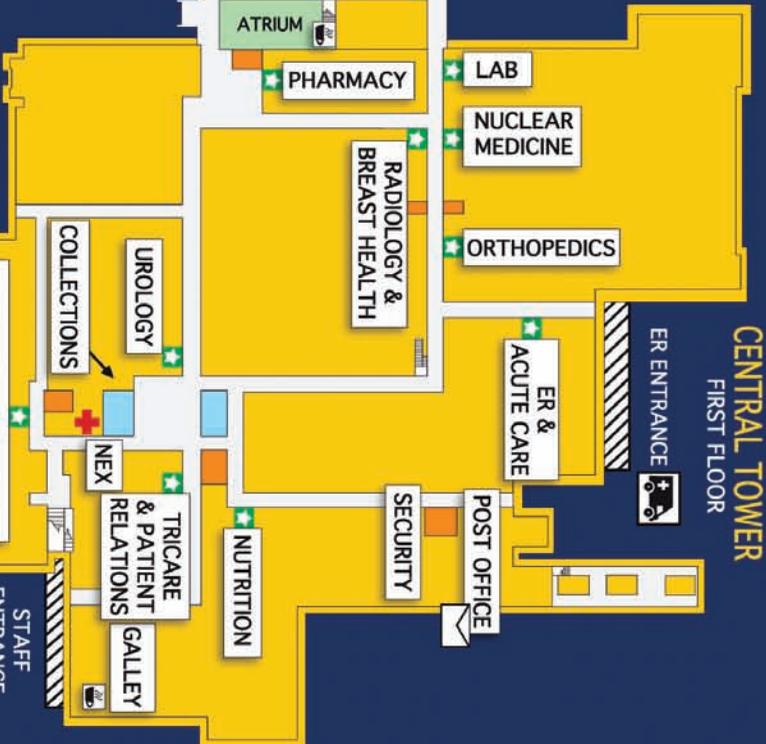


BHC Mayport: Capt. Alan Siewertsen

-  CENTRAL TOWER
-  EAST ANNEX
-  RESTROOMS
-  ELEVATORS
-  WHEELCHAIRS
-  CHECK IN
-  FOOD/VENDING
-  POST OFFICE
-  PATIENT PARKING
-  ENTRANCES
-  ER ENTRANCE

*DUE TO ONGOING CONSTRUCTION, SOME LOCATIONS MAY CHANGE.

OUTPATIENT ENTRANCE 



NAVAL HOSPITAL
Jacksonville





Locations

- Acute Care/Emergency Department (CT, 1st Floor)
- Admissions (CT, 2nd Floor)
- Breast Health Center (CT, 1st Floor, Radiology)
- Cardiology (EA, 1st Floor, Internal Medicine)
- Case Management (EA, 1st Floor, OB/GYN)
- Chapel (CT, 2nd Floor)
- Collections (CT, 1st Floor)
- CT Scan/Nuclear Medicine (CT, 1st Floor)
- Decedent Affairs (CT, 2nd Floor)
- Dental (CT, 2nd Floor)
- Deployment Health Center (BHC Jax)
- Dermatology (EA, 1st Floor)
- Diabetes Center (EA, 1st Floor, Internal Medicine)
- Ear, Nose & Throat (CT, 5th Floor)
- Emergency Department/Acute Care Clinic (CT, 1st Floor)
- Exceptional Family Member Program (EA, 1st Floor, Medical Records)
- Family Medicine (EA, 2nd Floor)
- Gastroenterology (EA, 1st Floor, Internal Medicine)
- General Surgery (EA, 2nd Floor)
- Gift Shop/NEX (CT, 1st Floor)
- Health Care Resolutions (CT, 5th Floor)
- Hypnotherapy (Wellness Center, next to NAS Fitness Center)
- Immunizations (EA, 2nd Floor)
- Intensive Care Unit (CT, 3rd Floor)
- Internal Medicine (EA, 1st Floor)
- Internet Café (CT, 4th Floor)
- Labor & Delivery (CT, 6th Floor)
- Laboratory (CT, 1st Floor)
- Lactation Consultant (CT, 6th Floor)
- Maternal Infant Unit (CT, 6th Floor)
- Medical Records (EA, 1st Floor)
- Medical Surgical Unit/Inpatient Rooms (CT, 7th Floor)
- Mental Health (2034 Tatum Avenue)
- Milky Way/Breastfeeding (Pediatrics, EA, 1st Floor & CT, 5th Floor)
- Multi-Service Unit (CT, 7th Floor)
- Neurology (EA, 1st Floor, Internal Medicine)
- Nuclear Medicine/CT Scan (CT, 1st Floor)
- Nutrition (CT, 1st Floor, near Security)
- OB/GYN (EA, 1st Floor)
- Ophthalmology (EA, 2nd Floor)
- Optometry (BHC Jax)
- Orthopedics (CT, 1st Floor)
- Pastoral Care (CT, 2nd Floor)
- Patient Relations (CT, 1st Floor)
- Pediatrics (EA, 1st Floor)
- Pharmacy (CT, 1st Floor)
- Physical Therapy & Occupational Therapy (CT, 1st Floor)
- Pulmonology (EA, 1st Floor, Internal Medicine)
- Radiology (CT, 1st Floor)
- Red Cross (CT, 1st Floor)
- Same Day Surgery (CT, 8th Floor)
- SARP (2034 Tatum Avenue)
- Security (CT, 1st Floor)
- Sick Call/Military Medicine (EA, 2nd Floor)
- Snack Bar (CT, 2nd Floor)
- TRICARE (CT, 1st Floor)
- Urology (CT, 1st Floor)
- Vending Machines (CT, 1st Floor Atrium & CT, 2nd Floor Snack Bar)
- Wellness Center (next to NAS Fitness Center)

CT = Central Tower/EA = East Annex



Central Appointments & After-Hours Nurse Advice:
(800) 529-4677 or (800) JAX-HOSP. All locations.

Important Telephone Numbers:



Hospital – NAS Jacksonville, Building 2080, 2080 Child Street, Jacksonville, Fla. 32214
 Central Appointments & After-Hours Nurse Advice: (904) 542-4677
 Hospital Quarterdeck: (904) 542-7300
 NAS Jacksonville Quarterdeck: (904) 542-2338



BHC Albany – MCLB Albany, Building 7000 on East Matthews and Woodson Boulevard, Albany, Ga. 31704
 Central Appointments & After-Hours Nurse Advice: (800) 529-4677
 BHC Quarterdeck: (229) 639-7886
 MCLB Albany Quarterdeck: (229) 639-5206



BHC Jax – NAS Jacksonville, Building 964, Corner of Enterprise Avenue, Ajax Street and Birmingham Avenue, Jacksonville, Fla. 32214 – **active duty only**
 Central Appointments & After-Hours Nurse Advice: (904) 542-4677
 BHC Quarterdeck: (904) 542-3500
 NAS Jacksonville Quarterdeck: (904) 542-2338



BHC Key West – NAS Key West, Building L-48, 1300 Douglas Circle, Key West, Fla. 33040
 Central Appointments & After-Hours Nurse Advice: (800) 529-4677
 BHC Quarterdeck: (305) 293-4600
 NAS Key West Quarterdeck: (305) 293-2268



BHC Kings Bay – NSB Kings Bay, Building 7028, 881 USS James Madison Road, Kings Bay, Ga. 31547
 Central Appointments & After-Hours Nurse Advice: (800) 529-4677
 BHC Administration: (912) 573-6398
 NSB Kings Bay Quarterdeck: (912) 573-2111/2000



BHC Mayport – NS Mayport, Building 1363, Mayport, Fla. 32228
 Central Appointments & After-Hours Nurse Advice: (800) 529-4677
 BHC Quarterdeck: (904) 270-4446
 NS Mayport Quarterdeck: (904) 270-5401

We're happy to offer you a smoke-free environment



Access To Care

Patient priority is governed by Title 10 of U.S. Code: 1) Active duty personnel; 2) TRICARE Prime members with a PCM at NH Jax who are active duty family members; 3) TRICARE Prime members with a PCM at NH Jax who are retirees, their family members, or survivors of sponsors who died on active duty; 4) TRICARE Prime members with a civilian PCM; 5) Active duty family members not enrolled in TRICARE Prime and; 6) All other beneficiaries.

New To Area

- Call DEERS at (800) 538-9552 to update your address.
- Go to TRICARE HBA or TSC to transfer your enrollment and get a PCM.
- Go to Outpatient Medical Records to register, update address/telephone, turn in records and submit health insurance information. Please update us with any changes.
- Call your PCM for an initial visit. If your PCM is at NH Jax, call Central Appointments at (800) 529-4677 or (904) 542-4677.
- If you are moving with school-age children, see the Florida Department of Health or Georgia Department of Education website for requirements.

Base Access

For information on base access call your sponsor, NH Jax Security or base Security.

Main Hospital

Visitors without base access who visit Monday – Friday 7:30 a.m. – 3 p.m. must complete a security request with hospital security at (904) 542-7545. The pass can be picked up at Pass & ID (Yorktown Gate). Bring a driver's license, proof of insurance, registration and photo ID. All vehicle occupants need photo ID. If your visit is expected after hours, work with your sponsor or hospital staff to complete a security request at least 24 hours prior. Pick-up at Pass & ID.

Visitors to Labor & Delivery or Maternal Infant Unit

For the birth of a child, we can provide sponsors multiple security forms based on delivery date. Give your forms to L&D staff so your sponsor can be issued 30-day visitor passes.

Branch Health Clinics

Visitors without base access should go to Pass & ID (main gate).





Active Duty & Reservists

Aviation Medicine

BHC Jax: (904) 542-3500, ext. 8736. Hours: Monday – Friday 7 a.m. – 4 p.m.

BHC Key West: (305) 293-4851. Hours: Monday, Tuesday, Thursday, Friday
7:30 a.m. – 4 p.m.; Wednesday 7:30 a.m. – 12 p.m.

BHC Mayport: (904) 270-4343. Hours: Monday – Friday 7:15 a.m. – 3:30 p.m.

Supports aviation health and safety, including special duty physical exams, general medicine and aviation mishap investigations.

Chiropractic

Hospital Central Tower, 1st Floor (Physical and Occupational Therapy), (904) 542-7375. Hours: Monday – Friday 7:30 a.m. – 3:30 p.m. BHC Mayport: (904) 270-4273. Other branch health clinic active duty patients can be referred for care.

Open to active duty, offering non-invasive treatment (primarily chiropractic manipulation) of neuromusculoskeletal conditions.

Dental

Hospital Central Tower, 2nd Floor, (904) 542-7540

BHC Albany: (229) 639-7871

BHC Jax: (904) 542-3500, ext. 7116

BHC Key West: (305) 293-4818/4819

BHC Kings Bay: (912) 573-4212

BHC Mayport: (904) 270-4460

Provides general dentistry and oral surgery to active duty.

Deployment Health Center (DHC)

NH Jax/BHC Jax (Building 964), (904) 542-3500, ext. 8115/8724.

Located at BHC Jax.

Provides pre-deployment and post-deployment services for all branches of active duty, active reserve and National Guard across Florida and Georgia, and families. DHC also offers operational stress classes; individual, couples and group treatment; and operational command briefs and intervention.

Disability Counselor (see *Medical Boards below*)

Hospital Central Tower, 2nd Floor, (904) 542-7569. Serves hospital and branch health clinics.

Facilitates the Disability Transition Assistance Program class and counsels active duty and reservists in the Physical Evaluation Board process.

Fleet Medical Liaison

Hospital Central Tower, 2nd Floor, (904) 542-9256; Pager: (904) 314-9235. Serves hospital and branch clinics.

Facilitates communication between operational commands and the MTF. Helps with scheduling appointments and other personnel issues.

Medical Boards

Hospital Central Tower, 2nd Floor, (904) 542-7568. Serves hospital and branch clinics.

Assists active duty and reservists (including Tri-Service) with permanent or temporary disabilities being processed by a Physical Evaluation or Limited Duty Medical Board. Provides education and counseling on disability issues and benefits.

Optometry

- BHC Albany: (229) 639-5976
- BHC Jax: (904) 542-3500, ext. 8848
- BHC Key West: (305) 293-4849/4851
- BHC Kings Bay: (912) 573-4227
- BHC Mayport: (904) 270-4328

Sees active duty by appointment for eye conditions, eye glasses, eyewear for the field and walk-in eyewear repair.

PHA/Pre- and Post-Deployment Health

- NH Jax/BHC Jax (Building 964), (904) 542-3500, ext. 8115/8724
- BHC Albany: Call Central Appointments (800) 529-4677
- BHC Key West: (305) 293-4844/4838
- BHC Kings Bay: (912) 573-4251 (walk-in)
- BHC Mayport: (904) 270-5251

Sick Call

- Hospital: (904) 542-7963. Monday – Friday: Walk-in, 7:30 – 8:30 a.m. (at Immunizations)
- BHC Albany: (229) 639-7017. Monday – Friday: Walk-in, 7:30 – 11 a.m.,
by appointment 1 – 3 p.m.
- BHC Jax: Call Central Appointments (904) 542-4677
- BHC Key West: (305) 293-4834. Monday – Friday: Walk-in, 7:30 a.m. – 4 p.m.
- BHC Kings Bay: Call Central Appointments (800) 529-4677
- BHC Mayport: (904) 270-4220. Monday – Friday: Walk-in, 7 – 9:30 a.m.





Case Management

Hospital East Annex, 1st Floor (OB/GYN Clinic), (904) 542-9334

BHC Albany: (229) 639-8663

BHC Jax: (904) 542-3500, ext. 8731

BHC Key West: (305) 293-4854 or (305) 293-4856

BHC Kings Bay: (912) 573-4209

BHC Mayport: (904) 270-4293 or (904) 270-4294

Coordinates care for patients with multiple, complex or catastrophic conditions. This includes deployment help for military personnel and families and transition support.

Deployment

Case Management (see *Active Duty & Reservists, under Services, see above*)

Deployment Health Center (see *Active Duty & Reservists, under Services, pg. 10*)

NH Jax/BHC Jax (Building 964), (904) 542-3500, ext. 8115/8724.

Located at BHC Jax.

Ombudsmen

(904) 497-7837. Serves hospital and branch clinic staff. Patients can contact their command ombudsmen.

Serves as liaison between the command and families.

POMI (Plans, Operations and Medical Intelligence)

Hospital (Warehouse Building 2091, Room 108) at (904) 542-7715, ext. 137. Serves hospital and branch clinic staff who are deploying. Patients can contact their command for deployment logistics support.

Provides logistical support to active duty personnel to support deployment readiness.

Pre- and Post-Deployment Health (see *Active Duty & Reservists, under Services, pg. 10*)

NH Jax/BHC Jax (Building 964), (904) 542-3500, ext. 8115/8724

Located at BHC Jax.

Disease Management

Breast Health Center (opening early 2011)

Brings together our health care experts from radiology, general surgery and primary care to offer an integrated approach to early detection and treatment of breast cancer.

Diabetes Center

Hospital East Annex, 1st Floor (Internal Medicine Clinic), Room 1509, (904) 542-9178. Branch health clinic patients can be referred for care.

One of the top four in Navy Medicine—the Center provides classes, individual education, case management and diabetes supplies.

Weight Loss Surgery

Hospital East Annex, 2nd Floor (General Surgery), (904) 542-7524. Branch health clinic patients can be referred for care.

General Surgery offers (by referral) weight loss surgery for certain patients who meet stringent medical criteria and demonstrate a commitment to exercise, nutrition, follow-up care and the support group.

Emergency & Urgent Care

Hospital Central Tower, 1st Floor, (904) 542-7341. In an emergency, call 911 or go to the nearest emergency room. Aboard NAS Jax, ambulance service is available 24/7 at (904) 542-3333.

The hospital's ER is open 24/7 and sees an average of 125 people each day. Using the standard "triage" model, patients are seen based on the seriousness of their condition—not the order in which they arrived.

An emergency is a medical, maternity or psychiatric condition that would lead someone with average knowledge to believe that a serious medical condition exists; that the absence of immediate medical attention would result in a threat to life, limb or sight; severe painful symptoms that require immediate attention to relieve suffering; or when a person is at immediate risk to self or others. You do not need to call your PCM or TRICARE to get emergency care. Examples of emergencies include severe bleeding, chest pain, severe eye injury, broken bone, inability to breathe, spinal cord injury or no pulse.

For urgent care, TRICARE Prime members need to call Central Appointments at (800) 529-4677 or your PCM. Your PCM may see you that day or—if they're unable—refer you to a network care provider. After hours, Central Appointments' Nurse Advice Line will assist you. If you don't get this referral and you get care from someone other than your PCM, you will be billed under TRICARE's more costly Point of Service option. Urgent care is for things like a minor cut, sprain, migraine, earache, rising fever or urinary tract infection.





Expecting & New Parents

Labor & Delivery is offered at the hospital. If you are at a branch health clinic, please see your PCM for maternity care information and referral.

Baby Friendly

“Milky Way” rooms are available for breastfeeding and breastpumping. Locations at the main hospital: Pediatrics Room #1830 (hallway on right, first room on left) and 5th Floor Room #5038B (at end of hallway).

We anticipate becoming the first hospital on Florida’s First Coast to obtain Baby-Friendly® designation in 2011. As a breastfeeding-friendly hospital, we seek to set up new moms for success with support, education and coaching. We provide lactation education and support groups to moms who choose to breastfeed, and formula and education to moms who choose to formula-feed.

Birth Certificates & DEERS Update

For information, call Admissions at (904) 542-7811.

Florida birth certificates must be filed within five days of birth. Admissions provides the paperwork, which must be completed in 48 hours. Before leaving the hospital, parents must verify the accuracy, request a “true certified copy” and sign the birth certificate application. Mail application and payment to Vital Statistics, Duval County Health Department, 900 University Boulevard North, Jacksonville, Fla. 32211. For more information call Duval County Office of Vital Statistics at (904) 253-1620. Hospitals do not keep birth certificates; all requests go to the county health department.

Admissions will also provide the forms needed to update your personnel record and register newborns in DEERS—this is critical for eligibility for health care. This must be done within 60 days, but should be done as soon as possible.

Classes & Education

We encourage you to take advantage of one of our classes: New OB, Prepared Childbirth, 3rd Trimester, Hypnobirthing®, Breastfeeding, Infant Massage and Baby Boot Camp. Please call (904) 542-BABY (2229). Expecting parents of children age 0-3 can also sign up for free, online newsletters from *The Parent Review* by visiting our website www.med.navy.mil/sites/nhjax.

Labor & Delivery (L&D)/Maternal Infant Unit (MIU)

Hospital Central Tower, 6th Floor: L&D (904) 542-7705/7704;
MIU (904) 542-7709/7708.

We welcome two to three babies to the world each and every day. We feature brand-new, family-friendly suites as well as couplet care for mom and baby.

Labor services include natural labor (including Hypnobirthing®) as well as the full range of medications (including epidurals). Visiting hours are 24/7, and dad or other significant person is welcome to stay the night with mom. For safety, newborns need a car seat (already installed) when you leave the hospital.

Health Care Resolutions

Hospital Central Tower, 5th Floor, Room 5053, (904) 542-7009; Pager: (904) 565-0780.
On-call 24/7. Serves the hospital and all branch health clinics.

Health Care Resolutions works with patients, staff and volunteers throughout the southeast region in cases of an unexpected outcome or a potential quality of care issue.

Inpatient Care & Surgery

Inpatient care and surgery is performed at the hospital. If you are at a branch health clinic, please see your PCM for information and referral for inpatient care, surgery and maternity care.

Admissions

Hospital Central Tower, 2nd Floor, Room 2006, (904) 542-7811. Open 24/7.

Items required for admission:

- Patient's full name, date of birth, address, gender, religion, marital status
- Patient's military or family member ID card
- Sponsor's name, rank, rate, Social Security number
- Name/telephone number of person to be notified in case of emergency
- Copy of Advance Directive (i.e. Living Will, Durable Power of Attorney for health care) if applicable
- Patients with insurance (in addition to TRICARE) need to bring their health insurance card. Auto insurance information is also required when the patient was injured in a motor vehicle—related accident. NOTE: Collecting insurance information helps the Navy recover medical costs. All funds recovered from insurance companies are used to improve patient services.





Anesthesiology

Our staff of anesthesiologists and certified registered nurse anesthetists provides the full range of anesthesia services to surgical and laboring patients. We'll work with you and your surgeon to ensure that you receive the anesthesia care appropriate for you and your condition.

Discharge

If you want to check the status of any charges you incurred, you can stop by Collections (Central Tower, 1st Floor, (904) 542-7684/9776). You'll receive a final statement in the mail.

Active Duty Patients:

- Discharged from the hospital during normal working hours must check out with Patient Administration (Central Tower, 2nd Floor) for endorsement of orders and disposition instructions.
- Discharged after normal working hours must check out with the OOD at the hospital Quarterdeck.

General Surgery

Hospital East Annex, 2nd Floor, (904) 542-7600.

This specialty clinic sees patients by referral for comprehensive surgical care, including: colonoscopy, laparoscopy, oncology, breast, abdominal, endocrine, weight loss surgery and endoscopy.

Intensive Care Unit (ICU)

Hospital Central Tower, 3rd Floor, (904) 542-7640.

Intensive Care Unit provides intensive monitoring and intensive care to critically ill patients. Please ask a staff member about visiting hours.

Labor & Delivery (L&D)

Hospital Central Tower, 6th Floor, (904) 542-7705/7704.

Our team is honored to care for you and your family during this special time in our new labor & delivery suites. Your labor experience is based on your needs and your family is always welcome. We specialize in pain management services, including natural labor (including Hypnobirthing®) and the full range of medications (including epidurals). Tours are available by calling us or registering for a class at (904) 542-BABY (2229).

Maternal Infant Unit (MIU)

Hospital Central Tower, 6th Floor, (904) 542-7709/7708.

This year we anticipate becoming the first Baby Friendly® designated hospital on Florida's First Coast. Visiting hours are 24/7. We support mom's wishes and encourage her to take advantage of this unique opportunity to embrace the new addition to the family. Dad or significant other is welcome to stay the night.

We offer new private rooms (including an in-room breast pump), couplet care (mother and baby room together), breastfeeding counseling from our lactation nurses, "siesta for the fiesta" (daily quiet time to support you in feeding your baby), newborn hearing screening and a 24/7 educational "newborn channel."

Please call (904) 542-BABY (2229) to take advantage of our classes. Expecting parents can sign up for free educational newsletters from *The Parent Review* by visiting our website: www.med.navy.mil/sites/nhjax.

Multi-Service Unit (MSU)

Hospital Central Tower, 7th Floor, (904) 542-7658.

MSU is our general inpatient ward. Our team takes pride in taking care of 12 patients and their families daily. We encourage you to discuss your care plan with any member of your care team.

Rapid Response Team

While you're an inpatient, your health care team is available to you 24/7. One of the tools available is the Rapid Response Team, which immediately assesses inpatients whose condition is quickly worsening. If you (or your family) are concerned about your condition, ask the nursing staff to activate Rapid Response Team.

Same Day Surgery

Hospital Central Tower, 8th Floor, (904) 542-7747.

If you need surgery, but don't need to be admitted for an overnight stay, you'll check-in through Same Day Surgery, which provides care and teaching before and after surgery.

Visitors

Family and friends are welcome to visit daily in MSU, 10 a.m. to 8 p.m. If you need a different schedule, please talk to nursing staff. Please check with the nursing station before entering a patient room. Visiting children must be healthy and supervised by an adult visitor at all times. In some cases we'll recommend the very young or elderly not visit, so they're not exposed to possible infection. The number of visitors may be restricted due to room size or patient condition. Patient privacy is important, and we respect the patient's right to request limits.



What To Bring & What Not To Bring

For a pre-planned overnight stay at the hospital:

- We suggest you bring: personal care items (such as pajamas, robe, slippers, toothbrush, toothpaste, shaving cream) and only a small amount of cash (\$10) for newspapers or other items. If you are unable to bring your own sleepwear, we'll supply it. You may bring electric hairdryers, electric razors and battery-operated radios, but you need approval from the charge nurse for other electrical items.
- Please don't bring money and valuables. Those that you bring will be inventoried and deposited in a safe. You withdraw your valuables at discharge. The hospital is not responsible for valuables not deposited with the valuables custodian.
- Please don't bring medicines (prescriptions or over-the-counter items such as vitamins). Your doctor will prescribe all medicines to be used while you are an inpatient. You should not take any other medicine—these can cause negative interactions.

Laboratory & Radiology

Laboratory

Hospital Central Tower, 1st Floor, (904) 542-7380. Hours: Monday – Friday 7 a.m. – 7 p.m.; Saturdays 8 a.m. – noon.

BHC Albany: (229) 639-7838

BHC Jax: (904) 542-3500, ext. 8612

BHC Key West: (305) 293-3913

BHC Kings Bay: (912) 573-4265

BHC Mayport: (904) 270-4302

You don't need an appointment for most tests (exceptions include glucose tolerance testing and male fertility testing). You'll need to prepare for some tests (cholesterol and lipids require you to fast for 10 – 12 hours beforehand; 24-hour urine collections need specimen containers). You'll get these instructions from your doctor or lab staff. We'll send results to your doctor.

Radiology

Hospital Central Tower, 1st Floor, (904) 542-7363

CT/MRI/Fluoroscopy: (904) 542-9693

Ultrasound/Mammography: (904) 542-9360

Nuclear Medicine: (904) 542-7940

Dexa Scan: Walk-in anytime. (No vitamins or calcium can be taken that day)

Breast Care Coordinator: (904) 542-7857

Lead Chief Petty Officer: (904) 542-7745

BHC Albany: (229) 639-7814

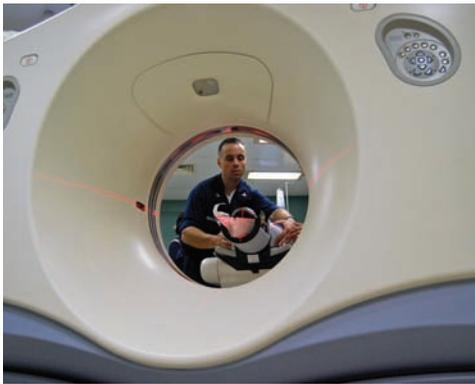
BHC Jax: (904) 542-3500, ext. 8844

BHC Key West: (305) 293-3908

BHC Kings Bay: (912) 573-3812

BHC Mayport: (904) 270-4223

Radiology provides a variety of inpatient and outpatient imaging services. After your test has been ordered, you can call or stop by Radiology to schedule your appointment. Testing may occur the same day if availability allows. Otherwise, please expect to receive a call from our scheduler within 3 to 5 days to book your imaging study. We will then forward the results to your doctor.



Outpatient Clinics

Breast Health Center (opening early 2011)

(see *Disease Management*, under *Services*, pg. 13)

Cardiology

Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-7608. Branch health clinic patients can be referred for care.

This specialty clinic sees patients by referral for heart conditions. Check-in is at Internal Medicine at the hospital.

Dental (see *Active Duty & Reservists*, under *Services*, pg. 10)

Deployment Health Center (see *Active Duty & Reservists*, under *Services*, pg. 10)

NH Jax/BHC Jax (Building 964), (904) 542-3500, ext. 8115/8724.
Located at BHC Jax.

Dermatology

Hospital East Annex, 1st Floor (located at a window in Dermatology/Neurology). Branch health clinic patients can be referred for care.

This specialty clinic sees patients by referral for skin conditions. Check-in is located at a window in Dermatology/Neurology at the hospital.

Diabetes Center (see *Disease Management*, under *Services*, pg. 13)

Hospital East Annex, 1st Floor (Internal Medicine Clinic), Room 1509, (904) 542-9178. Branch health clinic patients can be referred for care.

Ear, Nose & Throat (ENT)

Hospital Central Tower, 5th Floor, (904) 542-7471. Branch health clinic patients can be referred for care.

This specialty clinic sees patients by referral for ear, nose and throat conditions; services include surgery and audiology.





Emergency Department & Acute Care Clinic

(see *Emergency & Urgent Care*, under *Services*, pg. 13)

Hospital Central Tower, 1st Floor, (904) 542-7341. In an emergency, call 911 or go to the nearest emergency room. Aboard NAS Jax, ambulance service is available 24/7 at (904) 542-3333.

Family Medicine

Hospital East Annex, 2nd Floor, (904) 542-7963

BHC Albany: (229) 639-7884

BHC Key West: (305) 293-4834/4850

BHC Kings Bay: (912) 573-0608

BHC Mayport: (904) 270-4220

Family Medicine is one of our primary care clinics, where adults and children can be assigned a PCM. Family Medicine at the hospital, BHC Mayport and BHC Kings Bay have implemented Medical Homeport, a new Navy-wide approach to primary care that places you in the center of a team—a family of caregivers. Family Medicine provides care for the entire family, including physical exams, wellness, disease management, women's health, low-risk obstetrical services and procedures such as vasectomies.

Gastroenterology

Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-9473. Branch health clinic patients can be referred for care.

This specialty clinic sees patients by referral for gastrointestinal system conditions; services include surgery. Check-in is located at Internal Medicine at the hospital.

Immunizations

Hospital East Annex, 2nd Floor, (904) 542-7810

BHC Albany: (229) 639-7815

BHC Jax: (904) 542-3500

BHC Key West: (305) 293-3929

BHC Kings Bay: (912) 573-8250

BHC Mayport: (904) 270-5059

Provides the full range of adult and child immunizations and school-entry immunization forms.

Internal Medicine

Hospital East Annex, 1st Floor, (904) 542-7910. Branch health clinic patients can be referred to Internal Medicine and its specialty clinics.

Internal Medicine is one of our primary care clinics, where adults can be assigned a PCM. Internal Medicine has implemented Medical Homeport, a new Navy-wide approach to primary care that places you in the center of a team—a family of caregivers. Internal Medicine provides adults with primary care and specialty services such as physical exams, wellness, disease management and women’s health. Check-in for Cardiology, Gastroenterology, Neurology and Pulmonology is at Internal Medicine.

Mental Health

Hospital Building 2034 (at base of orange and white water tower, just south of hospital), (904) 542-3473

BHC Kings Bay: (912) 573-4524

BHC Mayport: (904) 270-4280

Patients at other branch health clinics can be referred for care.

Services include outpatient evaluation and treatment of depression, anxiety and other issues. Active duty have priority access, and active duty spouses may be seen when space is available at the hospital. Families may call Value Options at (800) 700-8646 for civilian mental health care.

Neurology

Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-9047/7373. Branch health clinic patients can be referred for care.

This specialty clinic sees patients by referral for conditions of the brain and nervous system. Check-in is located at Internal Medicine at the hospital.

Nuclear Medicine

Hospital Central Tower, 1st Floor (near ER), (904) 542-9047/7373/7940. Branch health clinic patients can be referred for care.

This specialty clinic sees patients by referral and performs scans using a small amount of short-lived radioactive material to diagnose and treat a number of conditions.

Nutrition

Hospital Central Tower, 1st Floor, Room 1102 (near Security), (904) 542-9786. Branch health clinic patients can be referred for care.

This specialty clinic sees patients by referral; active duty who are out of standards can self-refer. Services include individual consultations and group classes for weight management, prenatal nutrition, cardiovascular issues and diabetes education.



OB/GYN

Hospital East Annex, 1st Floor, (904) 542-7419/7420
 BHC Key West: (305) 293-4834/4850 (Family Medicine)
 BHC Mayport: (904) 270-4270

Other branch health clinic patients can talk to their PCM for information on OB/GYN care.

Offers a full range of women's health services, including pap tests, preventive health, contraception, prenatal care, colposcopy and surgery. To take advantage of prenatal and baby-care classes, please call (904) 542-BABY (2229).

Occupational Health

Hospital Central Tower, 1st Floor, (904) 542-7297
 BHC Albany: (229) 639-5557
 BHC Jax: (904) 542-3500, ext. 8713
 BHC Key West: (305) 293-4848
 BHC Kings Bay: (912) 573-3638
 BHC Mayport: (904) 270-4347

Offers services to military and civilian employees in support of Navy Occupational Safety and Health.

Optometry (*see Active Duty & Reservists, under Services, pg. 11*)

Ophthalmology

Hospital East Annex, 2nd Floor, (904) 542-7680. Branch health clinic patients can be referred for care.

This specialty clinic sees patients by referral for eye conditions; services include surgery and eyeglasses.

Orthopedics

Hospital Central Tower, 1st Floor (near ER), (904) 542-7365. Branch health clinic patients can be referred for care.

This specialty clinic sees patients by referral and surgically treats musculoskeletal injuries and disorders.

Pediatrics

Hospital East Annex, 1st Floor, (904) 542-7302. Branch health clinic pediatric patients may be seen in Family Medicine at their location.

Pediatrics is one of the primary care clinics at the main hospital, where children can be assigned a PCM. Pediatrics has implemented Medical Homeport, a new Navy-wide approach to primary care that places you in the center of a team—a family of caregivers. Pediatrics provides children with services such as physical exams, wellness, disease management and same-day appointments.

Physical Therapy & Occupational Therapy (PT/OT)

Hospital Central Tower, 1st Floor, (904) 542-7375. Branch health clinic patients can be referred for care.

Our new, state-of-the-art facility is poised to become a vital regional warrior care center. Equipment includes an aquatic treadmill for patients to build strength and fully equipped living quarters for patients to regain the skills of daily living. Sees patients by referral.

Pulmonology

Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-7041. Branch health clinic patients can be referred for care.

This specialty clinic sees patients by referral for lung conditions. Check-in is located at Internal Medicine at the hospital.

Sleep Disorders Clinic

Hospital Central Tower, 5th Floor, (904) 542-9427. Serves hospital and branch health clinic patients.

Serves active duty patients by referral for non-invasive evaluation of sleep disorders.

Substance Abuse Rehabilitation Program (SARP)

Hospital Building 2034 (at the base of the orange and white water tower, just south of the hospital), (904) 542-3473. Branch health clinic patients can be referred for care.

SARP provides rehabilitation services to people affected by alcohol or drug dependence. SARP is available to active duty, retirees and families age 18 and older.

Urology

Hospital Central Tower, 1st Floor, (904) 542-7488. Branch health clinic patients can be referred for care.

This specialty clinic sees patients by referral for urologic conditions; services include procedures such as vasectomies and circumcision.

Wellness Center/Health Promotions

Hospital Building 867 (next to NAS Jax fitness center), (904) 542-5292

BHC Albany: (229) 639-5542

BHC Key West: (305) 293-3857

BHC Kings Bay: (912) 573-4237

BHC Mayport: (904) 270-5251

Our award-winning Wellness Center offers programs to help you make lasting improvements to your health. You can take a class or speak to a health educator or dietician. Call or stop by to sign up or make an appointment or visit Challenge 4 Life on our website at www.med.navy.mil/sites/nhjax.





Pastoral Care & Chapel

Hospital Central Tower, 2nd Floor, (904) 542-7531. Emergencies: (904) 542-7300 and request the duty chaplain. Branch health clinics can also access spiritual support from the base chaplain.

Pastoral Care nurtures the spiritual health of patients and staff. We provide inpatient visits, pastoral counseling, grief counseling, religious resources, worship opportunities, educational programs (Marriage Enrichment, Suicide Prevention, Challenge 4 Life, Care for the Caregiver, etc.), referral information and crisis intervention. At the hospital, we offer the Chapel as a quiet, reflective space for meditation or prayer, 24 hours a day. As you enter, please feel assured that you are never alone.

Patient Relations

Hospital Central Tower, 1st Floor (near Galley), (904) 542-9175 or nhjaxcustomerservice@med.navy.mil
 BHC Albany: (229) 639-7829/7886
 BHC Jax: (904) 542-3500, ext. 8754
 BHC Key West: (305) 293-4872
 BHC Kings Bay: (912) 573-4458
 BHC Mayport: (904) 270-4446 (main clinic)

We want to hear your suggestions to improve as well as compliments. You may visit Patient Relations, contact the department's Patient Relations representative, submit an ICE comment using a kiosk located in most waiting rooms, submit an ICE comment online at www.med.navy.mil/sites/nhjax, call the CO's Care Line at (904) 542-2273 or submit a comment sheet from one of the boxes located throughout the facility. We also appreciate the time you take to fill out the survey mailed to you after each one of your visits. We are delighted to report that last year our patient satisfaction scores were 92% and 88% in Navy Medicine and ICE surveys.

Pharmacy

Hospital Central Tower, 1st Floor and branch health clinics.

Our primary interest is your health and safety. You have several options:

1) NH Jax Pharmacy Services

Up to 90-day supply; limited formulary/drug list; zero copayment. For formulary/drug list information, check http://pec.ha.osd.mil/formulary_search.php.

Hospital:

- Outpatient Pharmacy (Hospital Central Tower, 1st Floor), (904) 542-7405
Monday – Friday 7:30 a.m. – 6 p.m.; Saturday 8 a.m. – 3:30 p.m.
- Satellite Pharmacy (Building 950 – Exchange parking lot), (904) 542-2537
Pick up refills and new civilian prescriptions here.
- Refills: (904) 542-7410/7420 or online at our website
www.med.navy.mil/sites/nhjax (click Pharmacy tab).
Pick up refills at Satellite Pharmacy, Monday – Friday 9 a.m. – 6 p.m.
Saturday 9 a.m. – 3 p.m.
- Drive Up Window: Monday – Friday 8 a.m. – 6 p.m.; Saturday 8 a.m. – 3 p.m.

BHC Albany: (229) 639-7809

BHC Jax (Active Duty only): (904) 542-3500, ext. 7624

Monday – Friday 7:30 a.m. – 12:30 p.m. and 1 p.m. – 4 p.m.

BHC Key West: (305) 293-3915

BHC Kings Bay: (912) 573-8773

BHC Mayport: (904) 270-4205

2) TRICARE Mail Order Pharmacy (TMOP)

Up to 90-day supply for most chronic medications; expanded formulary/drug list; copayments: \$3 generic, \$9 brand name, \$22 non-formulary; ACTIVE DUTY MEMBERS—NO COPAY. Information at Express Scripts (877) 363-1303 or www.express-scripts.com/TRICARE. To convert a prescription to TMOP, go to the website or call (877) 363-1433.

3) TRICARE Pharmacy Retail Network (TRRx)

Local civilian community pharmacy; 30-day supply per copayment; copayment: \$3 generic, \$9 brand name, \$22 non-formulary; ACTIVE DUTY MEMBERS—NO COPAY. Information at Express Scripts (877) 363-1303 or www.express-scripts.com/TRICARE.





Programs

Baby Friendly

NH Jax anticipates becoming the first hospital on Florida's First Coast to obtain Baby-Friendly® designation in 2011. As a breastfeeding-friendly hospital, we seek to set up new moms for success with support, education and coaching.

"Milky Way" rooms are available for breastfeeding and breastpumping. Locations at the main hospital: Pediatrics Room #1830 (hallway on right) and 5th Floor, Room #5038B (end of hallway).

Challenge 4 Life (C4L)

C4L is open to active duty, retirees and families. C4L is about total wellness—physical, emotional, spiritual and relationships—with monthly challenges and weekly goals. Visit C4L on our website at www.med.navy.mil/sites/nhjx and sign-up for the newsletter by e-mailing Challenge4Life2011@yahoo.com.

Exceptional Family Member Program (EFMP)

Hospital East Annex, 1st Floor (at Medical Records), (904) 542-7348
 BHC Albany: (229) 639-5277
 BHC Jax: (904) 542-7348
 BHC Key West: (305) 293-4842
 BHC Kings Bay: (912) 573-6021
 BHC Mayport: (904) 270-4259

Serves active duty family members with special health and education needs.

Hospital United Grief Support (HUGS)

Supports families who experience a miscarriage, stillbirth or newborn death for up to a year after the loss of a child. Please ask any staff member to connect you with a HUGS counselor.

Medical Homeport

For patients with a PCM at the main hospital, BHC Mayport or BHC Kings Bay, Medical Homeport is a new Navy-wide approach to primary care that places you in the center of a team—a family of caregivers. Your team, led by your personal doctor (PCM), includes nurses, case managers, corpsmen and support staff. Benefits of the team approach include continuity of care, a holistic approach, a focus on prevention, improved communication and the After-Hours Nurse Advice Line (available through Central Appointments). For patients with a PCM at the main hospital, it also includes NH Jax Online powered by RelayHealth (secure email access to your team and online appointment scheduling, medication refills and lab results).

Ribbons & Roses

Hospital East Annex, 2nd Floor (General Surgery), (904) 542-7857

A breast cancer support group that meets monthly in General Surgery.

Volunteers: American Red Cross, Retiree Liaison, Pet Therapy

Please call if you're interested in volunteering:

- **American Red Cross:** (904) 542-7525 (Hospital Central Tower, 1st Floor). Provides financial assistance to active duty in emergencies, counseling, communication on emergency leave and coordinates volunteers.
- **Retiree Liaison:** (904) 542-7477 (Hospital East Annex, 1st Floor). Retirees and their family members staff the information desk at the outpatient clinic entrance.
- **Pet Therapy "Canine Corps":** All dogs are screened for health, temperament and obedience and have earned Canine Good Citizen certification. Information at (904) 542-7635/7583.

Policies & Information

Counsel's Office (JAG)

Hospital Central Tower, 2nd Floor, (904) 542-7816. Branch health clinic patients should contact their nearest legal assistance office.

Provides very limited legal services for inpatients and staff and notary services.

DEERS

DEERS Beneficiary Telephone Center: (800) 538-9552

Personnel Support Detachment (PSD):

- MCLB Albany: Pass & ID (229) 639-5100/5200
- NAS Jax (Building 789): (904) 542-3728
- NAS Key West: (305) 293-3778
- NSB Kings Bay: (912) 573-3988
- NS Mayport: (904) 270-5571

Family members must be enrolled in DEERS to be eligible for health benefits. Call DEERS to update your address. Go to PSD for other changes (e.g., marriage, divorce, birth, adoption).



Emergency & Urgent Care (see *Emergency & Urgent Care under Services, pg. 13*)

Information & Release of Information

The main hospital's quarterdeck is staffed 24/7 and can provide general hospital information and department telephone numbers. Volunteers staff the information desk at the hospital's outpatient entrance. BHC quarterdecks are not staffed after business hours. Medical information is protected by federal law—the 1974 Privacy Act and the 1996 Health Insurance Portability and Accountability Act (HIPAA)—so staff can only provide general information (not patient-specific).

Interpreters/Language Line

If you need a language interpreter (including American Sign Language), please ask for help at the hospital Quarterdeck, which has access to personnel with language skills and the AT&T Language Line.

JAG (see *Counsel's Office, under Policies & Information, pg. 27*)

Late Policy

Please be on-time for appointments, so that all patients can be seen on-time. To reschedule or cancel, please call Central Appointments (or the clinic) at least four hours beforehand so another patient can use the time.

Medicare

For information about Medicare, contact Social Security Administration at www.socialsecurity.gov or call (800) 772-1213.

Medical Records (see *New To Area, under Patient Services – General, pg. 9*)

Hospital (Outpatient Records): East Annex, 1st Floor, (904) 542-7425/7427

Hospital (Inpatient Records): Central Tower, 2nd Floor, (904) 542-7362

BHC Albany: (229) 639-7827

BHC Jax: (904) 542-3500, ext. 8825

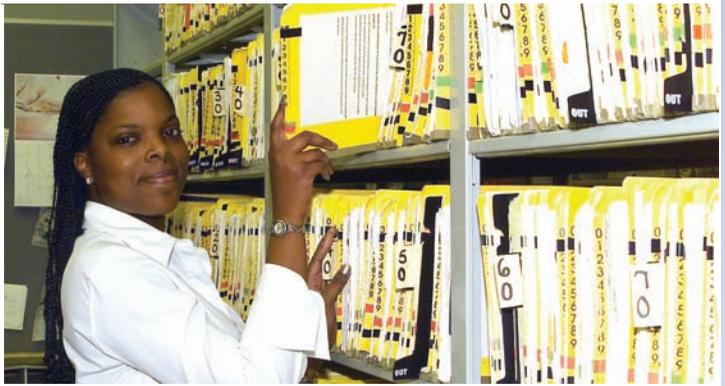
BHC Key West: (305) 293-3957

BHC Kings Bay: (912) 573-4242

BHC Mayport: (904) 270-4242

Military medical records are, by law, the property of the U.S. Government and must remain in the hospital at all times. You may request a copy of your medical record or have your record transferred by visiting us. Please allow 2 to 3 weeks for copies. If you are separating or retiring, please allow 6 to 8 weeks.

If you would like your spouse or other adult family member to be able pick up a copy of your medical records, you can provide us with written authorization.



Minors

Children under age 18 usually cannot be treated without parental consent. Parents can designate a third party to give consent—this is especially important for single, active-duty parents. Please fill out an “Authorization for Medical Care” form at Outpatient Medical Records. Minor children who do not live with their military sponsor need to have an up-to-date Military Information Card, no matter what their age, and need to ask their sponsor to keep their DEERS information current.

We ask that adult patients who have an appointment for themselves not bring children with them who require supervision, as staff is unable to provide this. The base Child Development Center and School Age Care programs are resources.

Patient Safety

You—the patient—are a vital member of the health care team. The single most important thing you can do is to be an active member of your team. Research shows that patients who are more involved with their care tend to get better results.

Speak Up

- Pay attention. If something doesn't seem right, alert your health care team.
- Ask questions anytime you don't understand.

Know Your Medicines

- Know what medicines you take. Make sure your doctors know too.
- When you and your team review your medicine list, add anything you take that isn't on the list. This includes: mail-order or civilian pharmacy medicine, over-the-counter items, herbals or supplements.
- Take medications exactly as prescribed.

Know Your Test Results

- If you need a test (like a Pap or blood test), don't assume “no news is good news.” If you don't get results, call and ask your doctor.

Involve a Family Member or Friend

- If you'd like someone to be your advocate, ask a family member or friend. They can come with you when you get care, ask questions and write down instructions.

Surgery

- Make sure that you, your doctor, the nurses and corpsmen all agree on: your name and birth date, what procedure is being done, and on what location on your body.



*Patient Safety – Cont.*

Your Hospital Stay

- Ask everyone who comes into your room to sanitize or wash their hands.
- Expect staff to introduce themselves. You can also check their identification badges.
- Make sure that staff confirm your identity—by asking you for your name and birth date and checking your wrist band—when they come into your room.
- After your doctor has given you permission to get out of bed, let staff know if you need help walking. A fall can undo what you and your team have worked hard to accomplish.
- Before you go home, ask your doctor or nurse to explain how to care for yourself at home.

Security

Hospital Central Tower, 1st Floor (by loading dock), (904) 542-7545. Open 24/7.

Security provides physical and investigative security as well as parking control.

Smoking & Tobacco

We proudly offer you a smoke-free environment. In support of the health of all patients, there is no smoking anywhere at our facilities: parking lot, grounds, sidewalks, atriums or inside. The Wellness Center stands ready to assist you with quitting—please call us!

The Joint Commission Accreditation

We are fully accredited by The Joint Commission—the nation’s premiere accrediting body for hospitals—and we follow a policy of “continuous readiness,” maintaining compliance with standards at all times. We’ll show you how we’re performing, even in areas where we need improvement, because we believe you have the right to make informed decisions to help you participate effectively in your care.

If you have concerns or compliments, we encourage you to contact Patient Relations, the department head or the Commanding Officer’s Care Line at (904) 542-2273. If you feel your concerns about patient safety or quality of care remain unresolved, you may report them to The Joint Commission by mail at One Renaissance Boulevard, Oakbrook Terrace, IL 60180, by phone at (800) 994-6610, or by email at complaint@jcaho.org.



TRICARE

Eligibility is dependent on your eligibility for health care in DEERS.

TRICARE Health Benefits Advisors (HBAs)

Helps with transferring your TRICARE enrollment to this region, PCM assignments, answers benefits and claims questions and helps you obtain care. HBA information at www.tricare.mil/bcacdcao.

Hospital and BHC Jax: Central Tower, 1st Floor, (904) 542-9164/9165

BHC Albany: (229) 639-5544

BHC Key West: (305) 293-4543

BHC Kings Bay: (912) 573-4228

BHC Mayport: (904) 270-4255

TRICARE Service Centers (TSCs) (Humana Military Health Care Services, Inc.)

Helps with enrollment, PCM and other providers, claims and benefits. (800) 444-5445 or www.humana-military.com. TSCs are located at each branch health clinic except Jacksonville (located at 1210 Kingsley Avenue, Suite 1, Orange Park, Fla.)

TRICARE Claims Services: (800) 403-3950

Value Options (mental health): (800) 700-8646

Express Scripts (pharmacy): (877) 363-1303 or www.express-scripts.com/TRICARE

TRICARE Prime

Offers the most comprehensive benefits at the lowest cost to you and includes priority access at MTFs or a civilian contracted doctor. You must enroll to use this option. Active duty must enroll in TRICARE Prime.

TRICARE Extra/TRICARE Standard

A more costly choice that allows you to seek care from any TRICARE-authorized civilian provider.

TRICARE for Life

Premium free, and requires that you are eligible for Medicare Part A and enrolled in Medicare Part B. Information at (866) 773-0404 or the HBAs.

TRICARE Active Duty Family Member Dental Plan (United Concordia)

Information at www.TRICAREdentalprogram.com or (888) 622-2256

TRICARE Retiree Dental Plan (Delta Dental of California)

Information at www.trdp.org or (888) 838-8737





Stay Connected

Public Affairs wants to share good stories about your experiences at our hospital and branch health clinics. Please contact us at JAXPublicAffairs@med.navy.mil or (904) 542-7820. Send us an email to sign up for our new patient newsletter *Patient Perspectives*. Become a fan on Facebook (NavalHospitalJacksonville), follow us on Twitter (NHJax) or find us on the web at www.med.navy.mil/sites/nhjax.



We're listening!

Patient Advisory Council encourages participation

Members of the council include federal employees enrolled to the hospital and hospital staff.

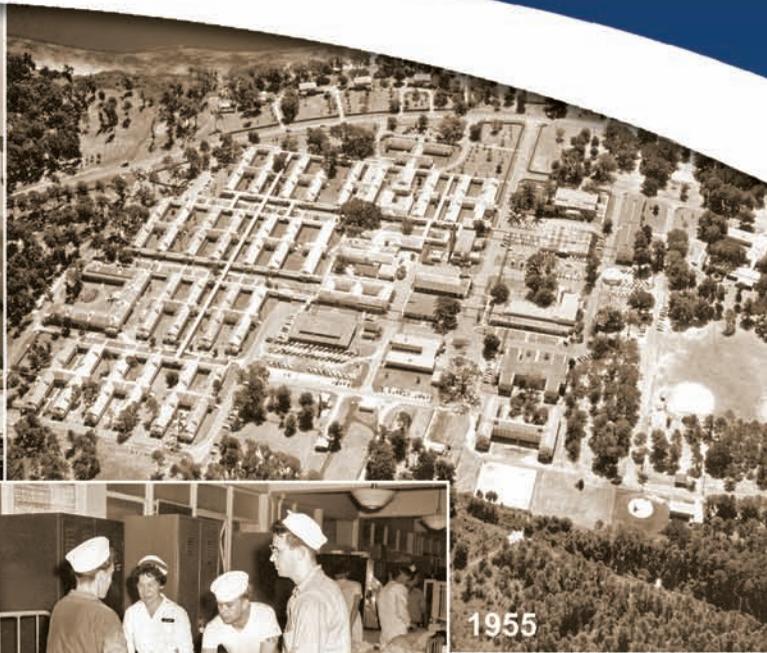
Responsibilities

- To work together with hospital staff to promote patient and family-centered care
- To collaborate with staff to improve quality of care in both inpatient and outpatient settings
- To channel information, needs and concerns to hospital leadership

To learn more about the council please contact Patient Relations at (904) 542-9175 or email: nhjaxcustomerservice@med.navy.mil.

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1961

Central Appointments:

(800) 529-4677



(904) 542-4677

www.med.navy.mil/sites/nhjax



Naval Hospital Jacksonville



We are listening... You can submit your comments to us, either at the ICE kiosks in the clinics, or by clicking the ICE icon on our website.



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