



Welcome to Naval Hospital Oak Harbor

SPECIAL POINTS OF INTEREST:

- Access to Care
- Digital Mammography
- Inclement Weather Conditions
- Urgent Care vs. Emergency Room
- Pharmacy Customer Service
- National Patient Safety Goals

NEXT MONTH'S FEATURES:

- Appointment Cancellation Policy
- Customer Service Surveys Monitor/ICE
- Health Promotions Highlights
- National Patient Safety Goals
- Proper Disposal of Unneeded or Expired Medications
- Parking

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Access to Care

The Family Medicine Clinic at Naval Hospital Oak Harbor began Open Access scheduling on 22 September 08. Open Access involves the redesigning of scheduling systems to allow for the hospital to see patients on the day they call for an appointment with their Primary Care Manager (PCM). The utilization of Open Access provides for timely care for urgent issues and reduces the volume of appointments requiring rescheduling due to staffing changes, inclement weather or heightened security measures. If the provider you wish to see is unavailable, you will be offered the option to be seen by another provider. To contact the TRICARE Regional Appointment Center, please call 1-800-404-4506 or register at www.tricareonline.com to book electronically. BUMED Access Guidelines for Primary Care are:

- Acute Care Visit: within 24 hours. Acute care is non-emergent treatment needed within 24 hours and may apply to some specialty care clinics.
- Routine visit: within one week (seven calendar days) from the patient's request.
- Preventive or Well-patient visit—within four weeks (28 calendar days) from the patient's request.
- BUMED Access for Specialty Care—within four weeks (28 calendar days) of being contacted by either the beneficiary or the referring referral and or authorization for specialty care.

Digital Mammography

Naval Hospital Oak Harbor is pleased to announce the latest in digital mammography technology now available in the Radiology Department. With the recent installation of Fuji's computed Radiology for Mammography (FRCm) system, and developed by FUJIFILM Medical Systems USA, Inc., NHOH is now one of the first breast imaging facilities in the U.S. to offer this digital capability. "Screening mammography is still recognized as the most effective tool available for early detection of breast cancer, stated by MaryAnn Mullen, AART, R(M). "And according to a recent landmark study, digital mammography offers significant benefits to certain groups of women. We're proud to be able to provide the NAS Whidbey Island/Oak Harbor area-women with the most advanced screening technology to identify cancers early when they are most treatable."

Digital mammograms are 15 percent more accurate among women under age 50 or not yet in menopause, and 11 percent more accurate among women with dense breasts. From the patient's perspective having a digital mammogram is the same procedure as with the conventional film mammogram, except the images are available almost immediately without the processing of film the wait time is much less.

Inclement Weather Conditions

NHOH follows NASWI guidelines for inclement weather conditions. When NASWI is on a two hour late start, scheduled appointments will be cancelled during that two hour period. If the base is closed for the entire work day, all appointments for that day will be cancelled, and rescheduling will be necessary.

The Urgent Care Clinic will remain open for urgent care issues during their scheduled working hours: 0700-2300 Monday-Friday and 0800-2000 Saturday-Sunday and Holidays. The Labor & Delivery Ward will also be staffed to receive our expectant mothers 24/7. Base closures and delays are determined and due to hazardous roads conditions on and off station. NASWI maintains an up to date information line on the status of base operations during inclement weather, please call (360) 279-1080.

Urgent Care vs. Emergency Room

How serious is the condition? When your life is at risk or you have a sudden or severe pain, you have no choice — go to the nearest emergency facility. However, when the situation is less severe, you may have choices that can save money and be more convenient. When you or a family member needs medical treatment for less severe conditions, your family provider should be your first choice. Getting an appointment quickly is not always possible, and where the Urgent Care Clinic (UCC) can be your next best bet. This is a walk-in clinic designed to bridge the gap between your family provider and the Emergency Room.

When to use the Urgent Care Clinic. For non-emergency conditions, make an appointment with your provider or go to the UCC. Here's a list of ailments that could be treated by your family provider or the UCC. This is not a complete list, but includes the most common non-emergency conditions:

- Twisted or sprained ankle
- Cough, cold, sore throat
- Minor skin rash
- Ear infection
- Minor burns or injuries
- Cuts, bumps, and sprains
- Fever or flu symptoms
- General wound care
- Allergic reactions
- Animal bites
- Mild asthma

When to use the Emergency Room. Again, if you're facing a serious situation — stroke, heart attack, severe bleeding, head injury, or other major trauma — go to the nearest ER. Please do not take a chance with anything life-threatening. An ER is the best place for these and other critical conditions, including:

- Severe abdominal pain
- Sudden dizziness, weakness, or loss of coordination or balance
- Sudden blurred vision or loss of vision
- Deep cuts or bleeding that won't stop
- Loss of consciousness

Pharmacy Customer Service Assistance Line: The Pharmacy has dedicated a phone service to answer patient questions or concerns about medications or prescriptions, please call (360) 257-0489 for this valuable service.

As a reminder, prescription refills are not processed the same day. For pharmacy refills by phone please call (360) 257-9701 or 9705, a recording will prompt with instructions for inputting the prescription information located on the bottle or container you wish to refill. A date will be provided when prescriptions will be available for pick up.

2009 National Patient Safety Goals

Beginning in 2003, the Joint Commission has annually released a number of National Patient Safety Goals and mandated that all accredited healthcare organizations implement these goals. They are mandated practice ranges modeled after best-practices throughout the world. The goals, updated once a year focus on a variety of safety challenges that hospitals face on a daily basis and range from very simple to very complex.

For more detailed information on the Joint Commission and a complete list of National Patient Safety Goals please visit the following website: www.jointcommission.org.

HOH is expecting a reaccreditation survey from The Joint Commission in March or April.

One of the goals for 2009 regarding patient safety is to help patients to be involved with their care. As part of this initiative NHOH staff encourages you to ask questions.

Listed below are some questions you may consider asking your caregivers:

1. Have you washed your hands?
2. Will you wear gloves during my exam?
3. Can you check my wristband before giving me a medication or administering a medical procedure?
4. Will this medication cause allergies or adverse reactions?
5. Can you verify my prescription?
6. How long should I take my medications?
7. Do I need to take them with food or water?
8. What are the side effects?

9. Is the medicine safe if taken with other medicines or over-the-counter drugs?
10. Can I have help to the bathroom?
11. How will the test or treatment ordered help me?
12. What are the results of my test?
13. Can you tell me what signs to look for while monitoring my care at home?
14. How do I get necessary home health-care equipment and supplies?

Always inform providers on the medications you are taking. This includes over-the-counter, herbal supplements, and vitamins. When your provider writes a prescription, make sure it is readable. Chances are the pharmacists might not be able to read it if you can not. Ask about medications that you are unsure of when they are prescribed and when you receive them from the pharmacy.