

Welcome to Naval Hospital Oak Harbor, Washington



Outpatient Information Guide

May 2014

FROM THE COMMANDING OFFICER:

Welcome to Naval Hospital Oak Harbor!

To better acquaint patients with hospital information, policies and procedures you will find detailed information within this booklet to optimize access to various clinics, available services, and administrative support. The Naval Hospital is a military TRICARE treatment facility. Patients include Active Duty service members, military retirees and their enrolled or designated family members.

Our mission at the Naval Hospital is to provide excellence in healthcare beginning with mutual respect and dignity. We promote a true partnership with our patients and their families through the sharing of information and collaboration. Patient and family-centered care guide our desire to continuously improve our clinical practices.

We share a commitment towards high quality, hassle free care for our patients and their families. High quality patient care must include consideration of the psychosocial, social, emotional, spiritual and cultural variables that influence the perception of illness. Occasionally, difficulty in effective communication exists because individuals involved do not speak the same language. NHOH has procured the Language Line Services phone and maintains a Language Translator list in an attempt to bridge the gap created by language barriers. Please let your Provider know if you desire a translator when you book your appointment at Naval Hospital Oak Harbor.

E. D. SIMMER
CAPT MC USN
Commanding Officer

NAVAL HOSPITAL OAK HARBOR, WA OUTPATIENT GUIDE

Compiled by: Patient Relations Department

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General Information

Naval Hospital Oak Harbor

This 5-bed hospital is located on Naval Air Station, Whidbey Island. It is one of three rural community hospitals within a 40-mile radius. The hospital is a TRICARE Prime facility that serves active duty, their family members, retired military personnel and their families.

You can reach the hospital 24 hours a day, 7 days a week, by calling (360) 257-9500 and following the instructions to reach the desired clinic.

On April 1, 2014, a Continental United States (CONUS) Nurse Advice Line was established. This Nurse Advice Line is available 24/7 and will provide nurse triage, advice and Military Treatment Facility (MTF) appointing. Call 1 (800) 874-2273/1-800-TRICARE and select Option 1.

To improve access to your team for non-urgent issues, sign up for on-line e-mail communication with your provider. Visit www.relayhealth.com and click on Register to sign up for this option. If you wish to speak to Medical Home Team representative, every effort will be made to contact you the same day but no later than 72 hours for non-urgent issues.

Information Desk

The Information Desk is located at the main entrance of the hospital. The Information Desk can provide the office phone numbers of staff members and general hospital information by calling (360) 257-9501. Normal hours are from 7:30 a.m. to 4:00 p.m., Monday through Friday.

Due to federal patient privacy and confidentiality laws and hospital policies, staff members at the front desk can only provide general information about patients. Most medical information on patients is protected by the Privacy Act, Health Insurance Portability and Accountability Act (HIPAA), policies and is therefore, not releasable.

Priority of Patients & Eligibility

TRICARE Prime enrollees have higher priority for appointments in military treatment facilities than non-enrollees. Healthcare at the Naval Hospital Oak Harbor is dependent upon your priority for care as determined by DoD and Title 10 of the U.S Code. The order of priority for access to healthcare services is:

- Active Duty
- Active duty family members enrolled in TRICARE Prime at the Naval Hospital.
- Retirees, their family members, and survivors of sponsors who died on active duty enrolled in TRICARE Prime.
- Beneficiaries enrolled in TRICARE Prime with a civilian Primary Care Manager.
- Active duty personnel family members not enrolled in TRICARE Prime.
- All other beneficiaries

Active duty and their family members must complete an enrollment form to be enrolled, there is no enrollment fee. Retirees, their family members and survivors of sponsors who died while on active duty also must elect to enroll in TRICARE Prime or TRICARE For Life, pay an enrollment fee and choose their Primary Care Manager who is their entry point for non-emergency healthcare.

For information on the following TRICARE Plans/Programs and much more, please visit their webpage at www.myTRICARE.com:

1. Prime
2. Extra
3. Standard
4. For Life
5. Plus
6. Prime Remote
7. Dental Program

What is a Primary Care Manager (PCM)?

A Primary Care Manager (PCM) is a physician, nurse practitioner or physician's assistant who provides for the majority of a patient's health care needs. When referral to a specialist is necessary, the PCM helps to coordinate that care. All patients that enroll in TRICARE Prime and treated at Naval Hospital Oak Harbor are assigned a PCM. Each of the hospital PCM's offer quality care with some unique aspects specific to their clinic. TRICARE Prime patients enrolled to a PCM have priority access to care.

Member's Responsibilities

TRICARE Prime members are expected to work with their PCM to coordinate needed medical care for themselves and their family. All medical care should be obtained from the PCM, except in emergencies. Obtain care from a specialist when referred by PCM.

DEERS

Military personnel are enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) when they enter active duty. However, legal documentation such as marriage certificate, birth certificate or adoption papers must be presented to the sponsor's personnel office to enroll family members. Without DEERS enrollment, family members may be denied health benefits other than emergency care.

If sponsors or family members have any questions about benefits or DEERS enrollment, they can call DEERS Beneficiary Telephone Center from 0600-1530 (Pacific Standard Time), Monday through Friday at 1-800-538-9552. The only changes that can be made with the DEERS Beneficiary Telephone Center are address changes. All other changes must be made through a military Personnel Support Detachment. Contact Personnel Support Detachment Whidbey Island at 257-6770/257-1390. On-Line support: visit www.tricare.mil/bwe.

The Naval Air Station Whidbey Island Personnel Support Detachment is located behind the Convergence Zone/Bowling Alley, and customer service can be reached by phone at 360-257-1155.

Access to Care

TRICARE Central Appointments

Phone: 1-800-404-4506

Hours of operation: 6:00 a.m. - 8:00 p.m., Monday through Friday and 7:00 a.m. to 3:30 p.m. on Saturday.

Central Appointments is responsible for providing beneficiaries with access to efficient, customer oriented appointment scheduling services. This process ensures that services provided for TRICARE Prime enrollees reflect access to care standards for primary care and customer satisfaction.

Patients may schedule an appointment by calling the TRICARE Regional Center (TRAC).

The CONUS Nurse Advice Line is available 24/7 to provide nurse triage, advice and MTF appointing. Call 1-800-874-2273 and select option #1.

Patients should be able to attain an acute appointment for care on the same day of request. If an appointment is not available same day, call the clinic directly.

Specialty care appointments require a referral from the patient's PCM and the wait time for the appointment should not be more than four weeks. An Exception applies to the Mental Health Clinics, which do not require a referral for up to eight visits.

Emergency services are available 24 hours a day, seven days a week at Island Hospital in Anacortes and Whidbey General in Coupeville.

TRICARE Services Representative

To reach a UnitedHealth/TRICARE Service Representative call 1-877-988-9378, or visit www.uhcmilitarywest.com

Specialty Referrals

You must contact your PCM whenever you are ill and they will either provide the care or refer you to a specialist (e.g., orthopedics, obstetrics, etc.) with the exception of Mental Health appointments. **If you self refer to a specialist you may be held financially responsible per TRICARE Point of Service option for the healthcare service you receive if you fail to contact your PCM prior to receiving specialty care.** If military care cannot be provided, you will be referred to the civilian network.

Patient Contact Representatives/Patient Relations

Patient Contact Representatives (PCRs) are assigned to each clinic/department and are available to receive compliments, as well as address any concerns or suggestions so we can continually improve the services we offer you. We want to know what you think, so please visit the PCR before you leave the hospital, especially if you are not pleased with the service you received.

If you prefer, you may visit the Patient Relations Specialist in Room 538 or call (360) 257-9554.

For your convenience you can also submit your comments on line by accessing the Naval Hospital Oak Harbor home page at <http://www.med.navy.mil/sites/nhoh/Pages/default.aspx>.

Accept the provisions then click on the ICE logo. Select the clinic you visited and complete the form. The submit button is located at the bottom of the page. You can also complete the forms manually and deposit in any comment box located throughout the hospital.

Ambulatory Services

All Ambulance services can be contacted, on base and off by calling **911**. Remain on the line, answer all questions clearly and calmly, follow instructions provided by the 911 operator or other emergency responders.

Urgent Care Clinic: The Urgent Care Clinic was permanently closed on February 1, 2014. There are no Urgent Care Clinics available on Whidbey Island. The Family Medicine and Pediatric Medical Home Ports offer after hour appointments (4-6 p.m. M-F and 9 a.m. to noon on Saturday) for acute appointments. Call the Nurse Provider line at 1-800-TRICARE (1-800-874-2273) for advice on home care, if you should seek immediate medical care at the nearest Emergency Department or to secure the next available appointment.

Aviation Medicine Medical Homeport

Location: Naval Hospital Oak Harbor (NHOH) Hallways 1 & 2

Hours: 0700-1600, Monday-Friday (workdays)

Morning Walk-In Appointments 0700-0830

Contacting your Homeport Team: Call 360-257-9400, Sign-up on Relay Health for secure messaging at www.relayhealth.com or contact your corpsman and flight surgeon at the numbers provided by your command.

After Hours Care: Call the DoD Nurse Advice Line at (360) 257-9400 for a consultation to assist in recommending access to care, schedule an appointment for the next day, refer to the nearest Emergency Room, or take a message for your provider.

Emergency Care

If you feel you are having an emergency, i.e. loss of sight, limb, chest pain, uncontrollable bleeding or vomiting, sudden dizziness, blurred vision, severe abdominal pain, loss of coordination or balance, numbness in face, arm or leg, sudden severe headache, compound fractures, report to the nearest Emergency Department or call 911.

Away from Oak Harbor

If you are away from the Oak Harbor area (more than a one hour drive) and require emergent care, go to the nearest Emergency Room; if requiring less urgent care please call UnitedHealthcare at 1-877-988-9378 to receive authorization prior to seeking care elsewhere. Please remember that without authorization, TRICARE may not pay for care sought elsewhere.

Please contact your team nurse the following business day if you are off-island and need authorization for urgent care or received care at an emergency department.

Family Medicine Clinic

Phone: For appointments call TRAC at 1-800-404-4506
Team Olympic: 257-9561, Team Cascade: 257-5106

Hours: 7:30 a.m. to 6 p.m. Monday-Friday and 9 a.m. to noon on Saturday. Closed all Federal holidays.

Location: Hallways 4, 5, & 6

The Family Medicine Clinic provides comprehensive outpatient medical care to all beneficiaries from birth to seniors. Family

Medicine is a team based healthcare clinic. An entire team is responsible for your healthcare. In addition to your Primary Care Manager (PCM), a Registered Nurse, a Licensed Practical Nurse, a Corpsman/Medical Assistant, and a Medical Clerk will partner with you to develop a closer relationship with your PCM Team. To improve access to your team for non urgent issues, sign up for on-line e-mail communication with your provider. Visit www.relayhealth.com and click on Register to sign-up for this option. If you wish to speak to Medical Home Team Representative, every effort will be made to contact you the same day or within 72 hours for non urgent issues. After hours, call the NHOH Information line at 257-9500. After hours, call the Nurse Provider line at: 1-800-TRICARE (1-800-874-2273).

Pediatric Clinic

Phone: For appointments call TRAC at 1-800-404-4506
NHOH Pediatric Team Clerk, 257-9782

Hours: 7:30 a.m. to 6 p.m. Monday-Friday) and 0920-1120
Saturday. Closed all Federal holidays.

Location: Hallway 7

The Pediatric Clinic provides comprehensive pediatric medical services for children 0-18 years old. Pediatrics is a team based healthcare clinic. An entire team is responsible for your healthcare. In addition to your Primary Care Manager (PCM) a Registered Nurse, a Licensed Practical Nurse, a Corpsman/Medical Assistant, and a Medical Clerk will partner with you to develop a closer relationship with your PCM Team. To improve access to your team for non urgent issues, sign up for on-line e-mail communication with your provider. Visit www.relayhealth.com and click on Register to sign up for this option. If you wish to

speak to Medical Home Team Representative, every effort will be made to contact you the same day or within 72 hours for non urgent issues. After hours, call the Nurse Provider line at 1-800-TRICARE/1-800-874-2273.

Deployment Health Center

Phone:

PHA: Commercial: (360) 257-9949 or DSN: 820-9949

DHC: Commercial: (360) 257-9534 or DSN: 820-9534

Hours:

Preventive Health Assessments: 0700-1600 Monday - Friday (workdays)

Deployment Health Screenings: 0630-1530 Monday - Friday (workdays)

Location:

Modular Building R-118 across the street from the Dental parking lot.

SCOPE OF CARE

Deployment Health Center provides medical and operational health care readiness to all active duty service members. Medical readiness is managed through required annual Preventive Health Assessments (PHA). Operational health readiness is conducted via all Pre/Post-deployment (PDHA) and Post Deployment Health Re-assessment (PDHRA) screenings.

Preventive Health Assessment (PHA)/Individual Medical Readiness (IMR)

PHA appointments are scheduled through designated Command Fitness Leader's or designated PHA/IMR command representative. Squadron Corpsman schedules their assigned squadron members' PHA appointments.

The PHA appointment is a once a year all day requirement directly connected to Individual Medical Readiness and deployment suitability. Command point-of-contacts inform members of their PHA appointments, once called "birth month recall" and instruct the member on what they must do before coming to their PHA appointment.

Pre/Post Deployment and/or Post Deployment Health Reassessment (PDHRA)

Deployment Health appointments are scheduled directly through the Deployment Health Center Coordinator. Some Command IA Coordinators' schedule pre/post or PDHRA appointments for their staff.

All pre-deployment screening for both Active Duty and Civil Service are scheduled and seen within the DHC department. Squadron Units generally have their pre-deployment screening completed by their Squadron Medical Officer. It is recommended once any member receives IA or GSA orders call 257-9534 for an initial screening of their medical record.

Post-deployment assessments are generally completed before anyone returns to his/her command.

PDHRAs are required to be completed between 90 - 180 days of returning from a deployment. Shipboard deployments do not require a PDHRA unless 30 or more days were spent in country.

Staffing

Deployment Health Center staff includes: Clinical Psychologist, Physician Assistant, Family Nurse Practitioner, Registered Nurse, License Nurse Practitioner, and Certified Medical Assistants.

Internal Medicine

Location: Hallways 4/6

Phone: 257-9801

This clinic provides specialty care for our beneficiaries and is included in the Family Medicine team based health care clinic.

Diabetic Clinic

Phone: 257-5106 for class dates and locations

Diabetic Education Classes are offered monthly. Lancets are no longer provided for family members and retirees. Patients requiring Lancets may ask their PCM to order through NHOH pharmacy. It is mandatory that all patients be instructed on the proper use of a glucometer prior to its issuance.

NHOH no longer distributes or collects Sharps containers. Please place used needles into preferable a PETE plastic bottle (e.g. a 2 liter soda bottle,) or alternately red manufactured "sharps" container at retail pharmacies. When full (do not fill above the "full line") securely tape the lid and dispose full container at the Solid Waste Complex located at 20018 SR 20 in Coupeville or the Camano Island Transfer Station on 75 E Camano Hill Road. Visit

www.ecy.wa.gov/programs/hwtr/pharmaceuticals/index/htmFor call (425) 649-7000 for assistance.

Coumadin Monitoring Service

Your Primary Care Manager will refer you for Coumadin Monitoring Service. The Coumadin monitoring service Registered Nurse will provide education to patients and family members.

Asthma Clinic

Your Primary Care Manager will refer you to the appropriate Primary Care Nurse for Asthma education classes.

Immunizations

Hours: Monday/Tuesday/Wednesday/Friday 7:30 a.m. to 5:30 (last patient seen at 5:30 p.m. Thursday 8 a.m. to 12:30 p.m. (last patient will be seen at 12:30 p.m.). Clinic closes at 12:30 p.m. every Thursday afternoon for training. Active Duty personnel in uniform have head of line privileges in this clinic. Clinic closed for training 1300-1400 on Thursdays.

TRICARE Pharmacy Vaccine list has expanded their list of covered vaccines. Season Flu (no restrictions), Pneumococcal (Pneumonia) Age 2 or greater and under age 5, Meningococcal (Meningitis) Age 2 and older, Measles, Mumps, Rubella, Varicella, MMR and MMRV for ages 1 and older, Poliomyelitis (Polio) birth to Age 18, Rotavirus birth to 12 months, Haemophilus influenza-Hib no restrictions, Tetanus Booster Age 7 and older, Diphtheria & Tetanus (DT/TD) and Teanus, Diphtheria & Pertussis (Whooping Cough) no restrictions. Human Papillomavirus - HPV (Cervical Cancer) females aged 9 through 26 years old, Hepatitis A HAV age 1 or greater Hepatitis B HBV no restrictions and Zoster -Zostavax (Shingles) Age 60 or greater. If you wish to receive the Zostavax or Shingles vaccination at NHOH call the clinic and have your name placed on the waiting list. When the vaccine arrives, you will be contacted and told the best time to come to the clinic.

Location: Near Hallway 7 in old Urgent Care spaces

A PPD must be read 2-3 days after it is administered. If a holiday falls on the 2-3 day mark, it will not be dispensed. Allergy Shot Clinic is conducted by appointment only: Monday 1:00 to 3:15 p.m. and Thursday 9-10:45 a.m and 2-3 p.m. Yellow Fever shots are administered at the Deployment Health Center in the modular unit R-118 across the street from the main hospital. Call 257-9534 to schedule your appointment. Seasonal Flu Shot Clinic is held in the fall and will be advertised when appropriate.

Nutrition/Dietitian

Phone: For appointments call TRAC at 1-800-404-4506.

Location: Hallway 3

The Registered Dietitian provides individual and group education to patients and their family members on a variety of nutrition subjects. These include weight management, cholesterol, hypertension, diabetes, pregnancy, general nutrition and related topics.

Lactation Specialist/New Parenting Education
Phone: 257-9899

NHOH offers a series of four two hour classes to help you have an understanding of the normal birthing process, medical interventions associated with birth, comfort measures, breastfeeding basics and newborn care and safety. Call 257-9899 for more information and to register for the classes.

Optometry Clinic

Phone: Active Duty and TRICARE Prime beneficiaries should call TRAC at 1-800-404-4506 for appointments. Hours: M-W-F 7 to 11 a.m. and 12:30 to 4 p.m. Closed for lunch 12-12:30. Thursdays 7 a.m. to 11 a.m. (glasses pick-up until 3 p.m.)

Location: Room 501

The Optometry Clinic provides comprehensive optometric care for active duty and TRICARE Prime beneficiaries. Contact lens services are available for mission essential personnel only (Air Crew, EOD, Dive, etc). Beneficiary exams are limited at this clinic due to the high volume of Active Duty requirements. Active Duty family members can be seen out in the network (one visit per year) at no charge. Retirees and their family members can be seen by a network provider every 24 months unless you are diabetic then you can be seen annually. The standard co-pay applies. See end of handbook for community resources.

Mental Health

Hours: 0730-1600, Monday-Friday (workdays), 12:00-1:00 closed daily for lunch.

Location: Modular Unit R-52, on Saratoga Street

The Mental Health Department provides clinical care and support to Active Duty and Active Duty family members assigned to Naval Air Station Whidbey Island. Other TRICARE Prime beneficiaries are seen on a space available basis.

Initial appointments are scheduled by the Mental Health clinic by calling 257-9484/9485. Follow-up care is then scheduled through the TRAC at: 1-800-404-4506.

Staffing consists of a licensed Psychiatrist, a licensed Psychologist, four Clinical Social Workers and a Mental Health Technician. There are two administrative clerks that coordinate routine and acute psychiatric care appointments. Scope of care includes an emphasis on quality care, wellness, health risk reduction, preventative care, patient education and supportive therapy. Mental Health offers a broad range of counseling and psychiatric services including:

Psychiatry Medication Management of all disorders for Active Duty only

Eye Movement Desensitization and Reprocessing (EMDR)

Dialectical Behavioral Therapy (Skills)

Weekly Individual and Group Therapy: Call 257-9484 to register.

Men's and Women's Group session provides discussion groups for education and support Please do not bring your children to this clinic. Women meet on Wednesday at 1 p.m. and men meet on Thursdays at 11 a.m.

Sexual Assault PTSD Group meets on Mondays at 1 p.m.

Deployment PTSD Group meets on Tuesdays at 1 p.m.

Cognitive Behavior Therapy Group meets when needed. Call 257-9484 for more information and session times

Please note that Marriage counseling and social services are offered by the Fleet and Family Support Center located at the Nor'Wester. The chapel can also provide support counseling. Currently, retirees and their family members are referred to the

Network by their Primary Care Manager or UnitedHealthcare. Call UnitedHealthcare Service Center at 1-877-988-9378 or visit www.uhcmilitarywest.com for access to civilian care.

Substance Abuse and Rehabilitation Program (SARP)

Phone: 257-2394, facsimile number is 257-2396.
Hours: Monday-Friday 0800-1600 by appointment.
Location: Modular Unit R-52, on Saratoga Street

The Substance Abuse and Rehabilitation Department, at Naval Hospital Oak Harbor, is the point of service for all active duty members assigned to NAS Whidbey Island. SARP personnel perform substance abuse screenings for potential alcohol and drug problems among all active duty members aboard this station in accordance with OPNAVINST 5350.4 series. All family members and military retirees must coordinate their services through the TRICARE Regional Appointment Center via their primary health care provider.

SARP also provides IMPACT education, Outpatient Substance Abuse Treatment, group sessions, and case managers addiction treatment for patients in concert with Naval Hospitals

Bremerton, Camp Pendleton and Point Loma (San Diego) SARP. We provide pre-care and ongoing continuing care for patients treated at those facilities and who transfer from other duty stations and require ongoing support.

We provide educational support for commands and work closely with all Command Drug and Alcohol Program Administrators (DAPA's) and Substance Abuse Coordinating Officers (SACO's) to provide "top notch" care. To access services at SARP, please contact your command DAPA or e-mail us at:

SubstanceAbuseRehabProgram@med.navy.mil. For Active Duty there is an interactive program available to assist you with your recovery. Visit www.navymore.org.

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Diagnostic Services

Radiology

Phone: 257-9630/9629 during regular working hours and 257-9631 after hours, for specific concerns or questions

Hours: 0730-1600, Monday - Friday

Our goal is to provide quality, accurate and courteous medical care to all active duty, retirees, and their family members. Radiology is open 24 hours a day, 7 days a week for urgent and inpatient exams. During normal work hours, Radiology provides routine Ultrasound, Mammography (Monday-Thursday) and other x-ray exams. Walk-in mammogram appointments are available. All referrals to this department are provided by the Primary Care Manager. All images are processed and stored on the digital Picture Archiving Computer Systems (PACS). This allows the referring provider to view the images at the time of the patient's appointment. This system also allows us to send and retrieve films to and from other MTFs within our region.

Digital mammography is now available at NHOH. With the installation of digital Mammography, NHOH was one of the first breast imaging facilities in the U.S. to offer this digital mammography capability. Your Primary Care Provider will refer you to Radiology for this very important screening.

Laboratory

Phone: 257-9677; Accessioning - 257-9670

The Laboratory Department supports the military readiness and health of our beneficiary population by providing timely, accurate and comprehensive laboratory services to NHOH providers. **Laboratory services from network providers will be referred to laboratories servicing the network clinic.**

The Laboratory is staffed 24 hours a day, 7 days a week. The Laboratory Department will perform blood draws and urine collection in the laboratory during routine working hours on outpatients who present with properly submitted requests and identification. Lab personnel are focused on providing the highest quality of care, to continuously improve its business practices and maintain all of the accreditation standards.

Hours of operation:

Specimen collection services:

7:15 a.m.-4 p.m., Monday - Thursday (except holidays)

7:15 a.m.-4 p.m., Friday (except holidays)

Appointments are required for:

Glucose Tolerance Testing (2 or 3 hrs) & Semen Analysis

After-hours, weekends, & holidays - the laboratory is minimally staffed to perform Urgent/STAT/ASAP testing. Specimens are collected by Ward after hours unless prior arrangements have been made.

Accreditations

- Joint Commission (JC)
- College of American Pathologist (CAP)
- American Association of Blood Banks (AABB)
- Food and Drug Administration (FDA)
- Clinical Laboratory Improvement Program (CLIP)
- Navy Blood Program Office (NBPO)

These national organizations have developed standards for laboratory testing and perform on-site laboratory inspections. Our staff has developed extensive quality control systems and procedures for quality assurance and to help eliminate human error.

Authorized Laboratory users:

Credentialed providers

Independent Duty Corpsman

Civilian physician requests will not be honored.

NHOH no longer distributes or collects Sharps containers. Please place used needles into preferable a PETE plastic bottle (e.g. a 2 liter soda bottle,) or alternately red manufactured "sharps" container at retail pharmacies. When full (do not fill above the "full line") securely tape the lid and dispose full container at the Solid Waste Complex located at 20018 SR 20 in Coupeville or the Camano Island Transfer Station on 75 E Camano Hill Road. Visit www.ecy.wa.gov/programs/hwtr/pharmaceuticals/index/html or call (425) 649-7000 for assistance.

Pharmacy Services

Phone: 257-9707 Refills: 257-9701/9705

The pharmacy is located in the Naval Hospital. The hospital pharmacy is open from 7:30 a.m.-6:30 p.m., Monday-Friday. New prescriptions from a Network Provider can be faxed directly from a Doctor's Office to 360-257-9808. Refills may be picked up between 8 a.m. - 8 p.m., 7 days per week. A Licensed Pharmacist must be on board when outside prescriptions are processed. Civilian prescriptions and all new prescriptions from NHOH will be filled Monday- Friday from 7:30 a.m. -5:30 p.m. No civilian or new prescriptions can be processed on weekends, holidays or on days when the base is on limited operations. TRICARE home delivery Express Scripts is available to receive up to a 90-day supply for most medications you take routinely. The cost for up to a 90-day supply is \$0 for generic medications, \$13 for name brand medications and \$43 for DoD non-formulary medications.

For more information call 1-877-782-8731, or visit their website at www.tricare.mil/homedelivery.

Peak Pharmacy demand times are 10 a.m.-3:00 p.m. Monday through Friday. Please be advised that refills will only be dispensed to those customers who have prearranged their refill by calling the refill or on-line <http://www.med.navy.mil/sites/nhoh/Services/Pages/Pharm.aspx> look under "Helpful Hints" for Pharmacy Refill.

Physical Therapy

Phone: For appointments call 1-800-404-4506

NHOH Office: 257-9695

Hours: Monday-Wednesday & Friday from 7:30-11:30a.m. & 1-4 p.m.,
and Thursday 7:30-11:30 a.m.

Location: Between the Immunizations Clinic and Dental Department on the West side of the Hospital

Due to operational commitments and workspace restrictions, this Clinic only serves Active Duty members. We predominantly evaluate and treat orthopedic related conditions. Since we are a consultative service, all of our initial consults will be arranged by the customer through the TRICARE Regional Service Center at 1-800-404-4506. Questions involving a specific nature, negotiation of follow-up evaluations and treatment schedules can be directed to the Physical Therapy Department during normal working hours.

Case Management/Social Worker

Phone: 257-9743/9994/9764

Hours: 0730-1600, Monday-Friday

Location: Hallways 5, 6 & 7

Case Management is comprised of two Registered Nurses and a Clinical Social Worker who will partner with your PCM to find solutions to your medical or situational issues. The Case Manager is your team coach. You and your Manager will work out a plan to help you gain control of your illness, injury or situation in a timely manner. The goal is to help you navigate your way through the various processes of today's medical care.

Dental Care Services

Phone: (360) 257-2301 for routine appointments and information and (360) 929-2140 for after-hours emergencies.

Hours: Clinic hours 7:15 a.m. to 3:45 p.m., Monday through Friday. Sick Call hours are 8-10 a.m. and from 1-2 p.m., Monday through Friday.

Dental provides a full spectrum of care to all active duty military personnel attached to the Naval Air Station and tenant activities. *Family members are not seen at this facility for dental care, active duty members are strongly encouraged to enroll their family in the TRICARE Family Member Dental Plan (TFMDP) operated by MetLife. For more information call 1-855-638-8371, or visit their website at www.metlife.com/tricare.*

Public Health

Health Promotion

Phone: 257-9892

Hours: Monday-Friday 7:30 a.m. - 4 p.m.

Location: Near Hallway 7

The mission of the Health Promotion Department is to improve and sustain military readiness, delay premature onset of disease and disability, increase productivity, and ultimately reduce health care costs. Health promotion efforts are directed at individual health, fitness, and improvement in quality of life for military personnel, family members, retirees, and other government employees.

Health education programs and awareness campaigns are designed to achieve optimal wellness by preventing avoidable illness and injury through early identification, early intervention, and sustained healthcare access. The Health Promotion Department services include but are not limited to the following:

- Tobacco use prevention and cessation
- Physical fitness
- Nutrition/weight management
- Stress management and suicide prevention
- Alcohol/drug abuse prevention and control
- Sexual health and responsibility
- Safety and injury prevention

Tobacco Cessation Clinic offers interactive classes that address the physical, psychological, and social causes of nicotine dependence. Discussion includes the health consequences of tobacco use, the benefits of quitting, and the pharmaceutical options that are available through the hospital. Active duty military personnel, family members, retirees, government and contracted employees are authorized to enroll in the course. Medications may be prescribed to military personnel, retirees, and eligible family members. Classes are scheduled on Tuesdays either 1-4 p.m. or 4-7 p.m. Individual counseling sessions are also available.

For more information on services offered or to register for classes contact the Health Promotion Department at 257-9892.

Occupational Medicine

The Occupational Medicine Department provides clinical services to military and civilian employees assigned to NAS Whidbey Island in support of the Navy's Occupational Safety and Health Program.

Phone: 257-9925

Hours: Mon-Wed 0630-1600, Thu 0630-1130, Friday 0630-1500
(Closed for lunch 1130-1200)

Location: Modular Unit R-53 on Saratoga Street

Medical Surveillance Examinations

Medical surveillance examinations are completed upon request from their Safety officer and are designed to monitor workers who are exposed or may be potentially exposed to hazardous working conditions in the workplace. Placement into a Medical Surveillance program is performed by the Individual's Commands Safety Officer and is based on the results of their Industrial Hygiene Survey.

Certification Examinations

Job certification examinations are for jobs that have specific medical standards, licensing requirements or are mandated by instruction and are also completed at the requests of the Command's Safety Officer.

Work-related injury care for civilian employees Civil Service and Non-appropriated Fund employees are eligible for care and follow-up in Occupational Health for their work-related (occupational) minor injury or they may choose to get care by a private medical provider.

Occupational Audiology

Audiograms (hearing tests) are provided to Active Duty and Federal Employees who work in established Hazardous Noise Areas and are in the Hearing Conservation Program. This service is also provided when required as a component of a physical examination to establish personnel as physically qualified to perform their duties (i.e. forklift or crane operator, fire fighter, explosives vehicle operator). Occupational Audiology does not provide care or treatment for traumatic injuries or conditions arising from other than hazardous noise. All others should be referred to ENT, Audiology Division at Naval Hospital Bremerton. Audiograms can be obtained in room 621 in the Aviation Medicine hallway or at Occupational Medicine in R-53 and are provided on a walk-in basis.

Environmental Health (Preventive Medicine)

Phone: 257-5950/5020/or 5336

Hours: Walk-in Clinic: 8-11 a.m. Monday - Friday

Appointment only patients: 1-3:30 p.m. Monday - Friday

Location: Modular Unit R-53 on Saratoga Street

Preventive Medicine provides services to all eligible beneficiaries. These services include: communicable disease investigation and control, medical event/disease reporting, water and ice testing. This clinic also provides food service, habitability and daycare inspections as well as training on Preventive Medicine related topics.

For temporary food events on base the following requirements must be met for everyone who handles food:

Food Handler's Card (requires food handler's training) Health Card (requires completion of health questionnaire) to ensure food handler does not have a communicable disease that could pose a food safety risk.

The organization hosting the Temporary Food Event must have a Temporary Food Event Permit if food is being offered for sale. Applications can be obtained from Preventive Medicine or go to our Website at <http://www.med.navy.mil/sites/nhoh/Pages/default.aspx> download the form. For temporary events off base, please contact the Island County Health Department at 360-240-5554.

CDC Travelers' Health <http://wwwnc.cdc.gov/travel/website> provides health information, disease surveillance, and best practices, to assist travelers and their health-care providers in deciding the vaccines, medications, and other measures necessary to prevent illness and injury during international travel. Locate information about disease risks, health recommendations, and vaccination requirements as well as what to do before the trip, during the trip, and upon return home on the Destinations webpage page.

Industrial Hygiene

Phone: 257-8920/4520

Hours: 6:30 a.m. - 4:30 p.m. Monday through Friday

Industrial Hygienists are trained to recognize, evaluate and control physical and chemical stressors in the workplace. Industrial Hygienists play a lead role in the Navy's Occupational Safety and Health Program and serve all commands aboard NAS Whidbey Island. Our service is provided through scheduled surveys or special request surveys.

Some examples of our surveys include; chemical exposure monitoring, ventilation measurements, noise exposure monitoring and asbestos fiber identification. The goal of this program is to evaluate whether the Navy is providing a healthful working environment for their employees.

Surgical Services

OB/GYN

Phone: For appointments, TRAC at 1-800-404-4506. You may also call the clinic directly at 257-9761/FAX: 257-9990

Hours: 7:30 a.m. - 4:00 p.m. Monday - Friday (workdays)

Location: Near Labor and Delivery Ward

The OB/GYN clinic offers full comprehensive gynecological and family-centered obstetrical care. We are currently staffed with four gynecologists. On Friday mornings, supervised children are welcomed to the obstetrical appointment. We do offer infertility services. Our goal is to support the mission of NAS Whidbey by providing compassionate care to our service personnel and their family members.

Orthopedic Clinic

Phone: 257-9801/257-9815

Hours: 7:30 a.m. - 4 p.m. Monday-Wednesday, and Friday; 0700-1200 on Thursdays (workdays)

Location: Hallway 3

Referrals to this clinic are made through your Primary Care Provider. To schedule an appointment, call 257-9801.

General Surgery Clinic

Phone: 257-9801

Hours: 7:30 a.m.-4 p.m. Monday through Friday

Location: Hallway 3

Referrals to this clinic are made through your Primary Care Provider. To schedule an appointment, call 257-9801.

Pre-Operative Services (Same Day Surgery)

Phone: 257-9965

Hours: 7:30 a.m. - 4:00 p.m.

Referrals to this clinic are made through your Primary Care Provider. Admission paperwork for all surgeries must be completed prior to the day of surgery.

Nursing Services

Labor/Delivery

The Family Maternity Center is a 24 hour obstetrical unit.

Customized decor provides a comfortable, home-like experience that supports our dedication to Patient Family Centered Care. Services include an inpatient Labor and Delivery Unit with 24 hour epidural anesthetic care as well as outpatient monitoring and testing. Lamaze classes and unit tours are available for expectant mothers and their families. Stork parking, bedside DEERS enrollment, and VTC for deployable dads are also available for new parents. NHOH has a lactation specialist on staff and a multitude of classes for the new parents. Call 257-9776/9777 to speak with a Labor and Delivery Nurse if you have any questions or concerns.

Inpatient Nursing Services (Multi-Service Ward)

The Multi-Service Ward provides 24 hour nursing care for neonate, pediatric, adult and geriatric patients with medical or surgical conditions. This highly trained staff is fully dedicated to providing patient family-centered care. Visiting hours are 10 a.m. to 8 p.m. Tours for potential patients may be arranged. Call 257-9447 if you have any questions.

Administrative Assistance & Referral Programs

Outpatient Records

Phone: 257-9526 FAX: (360) 257-9532

Hours: 7 a.m.- 6 p.m., Monday-Friday (workdays)

Location: Room 525

Active duty family members, retirees' and their family members, who receive care at Naval Hospital Oak Harbor, will have their medical records maintained in Outpatient Records. Medical Records provide a detailed explanation of a patient's personal information, family and medical history. Everyone over the age of 10 must show their Military Identification Card each time records are requested.

Washington State Law Privacy Act prohibits parents from viewing the medical records of their dependent children that are over the age of 13 without written consent from the child. When requesting spouse's medical information, there must be a signed consent form filed in the medical record authorizing the release of medical information.

Electronic Medical Records - AHLTA

AHLTA is a DoD-wide electronic computerized registry of all military medical beneficiaries in the U.S. Armed Forces. Registration in the system is mandatory for all beneficiaries, active duty, reserve, retired and their family members. Beneficiaries are encouraged to keep their address and phone numbers up-to-date. For more information please contact Outpatient Records at 360-257-9526.

Active Duty Records

Phone: 257-9528

Hours: 7 a.m. - 4 p.m., Monday-Friday (workdays)

Location: Room 526

This section maintains the medical records for all active duty members attached to NASWI. Upon arrival, all incoming personnel must check in at Active Duty Records. Family member's medical records will be requested from the prior Medical Treatment Facility (MTF) when you check-in at Outpatient Medical Records. For transferring beneficiaries, the family member's medical records will be requested when the active duty member checks into the new duty station MTF.

Limited Duty/Medical Boards Processing

Phone: 257-9540

Hours: 7:30 a.m. - 4:30 p.m., Monday-Friday (workdays)

Location: Room 524

The medical Board staff assists active duty, reservist and Tri-Service personnel with permanent or temporary disabilities that are being processed by Physical Evaluation Boards and Limited Duty Medical Boards. The staff also provides education and counseling on disability issues and benefits. Active duty members will be advised of their rights under the disability evaluation system which explains findings of the Physical Evaluation Board (PEB).

Release of Information

When a patient is referred out to a civilian provider or another MTF, the patient **must** request a copy of all pertinent medical information related to that referral from Outpatient Records. Ensure this request takes place as soon as you are

aware of a referral, this will allow ample time to complete the request. The original medical record may not accompany the patient to any outside provider, including MTF's. All eligible beneficiaries are allowed to receive one copy of their medical record at no cost. This request must be made in writing to Outpatient Records on NHOH Form 5211/9. Please allow 45 working days for this service. Call 257-9740 for more information.

Birth Certificates

For newborns, the Admission's Office will provide applicable information for enrollment into the Defense Enrollment Eligibility Reporting System (DEERS). They also provide parents with a complimentary Birth Certificate. Admissions will download birth information to the Washington State Department of Health to enable procurement of a Certified Birth Certificate and Social Security Card. Please allow 4-6 weeks from date of birth. Call 257-9564 for more information.

Overseas Screening/Exceptional Family Member Program (EFMP)

Phone: Office 257-9830; to schedule an appointment for Part-one of the Overseas Screening please call TRAC at 1-800-404-4506.

Hours: 7:30-11 a.m. and 1-4 p.m., Monday-Friday (workdays)

Location: Room 534

This office coordinates Overseas Screenings for active duty members and their families and provides administrative assistance to families enrolling in the EFMP.

The Exceptional Family Member Program (EFMP) is a mandatory program designed to identify family members with long term health care or special education needs. The program does the following: coordinates with Overseas Screening to confirm the availability of medical and education support overseas locations; identifies those who are eligible for homesteading.

If you think you may qualify for the EFM Program, check with your command EFM representative or call the hospital's coordinator.

Navy Operational Support Center (NOSC)

Phone: 257-9805/9806.

Hours: Monday through Friday 7:30 a.m.- 4 p.m.

Location: Hallway 2

The NOSC Medical Department maintains the medical records for all Reservists and members of VAQ-129, VANOP Detachment. Selected Reservist dental records are with their medical records. We provide complete physical exams and hold sick call on Reserve Drill Weekends. Collateral duties include Flight Medicine and Urgent Care support.

Fleet and Family Support Center

Phone: (360) 257-6289

Location: Nor'Wester

For more information on family well-being and other orientated care services please contact the NAS Whidbey Island Fleet and Family Support Center. Programs vary from Counseling, Advocacy and Prevention Services (CAPS); Drug Education For Youth (DEFY); Exceptional Family Member Program Resources (EFMP); Family Counseling; New Parent Support; Partnership with Youth; Sexual Assault and Prevention Response (SAPR); Women, Infant and Children (WIC) Program. To include: Information and Referrals, Transition Assistance, Financial Programs, and Personal Excellence Partnership Program.

Patient Safety Program

Naval Hospital Oak Harbor strives to provide the safest possible care to our patients. If you have any questions or concerns about patient safety at NHOH, please call the **Patient Safety Hotline at 360-257-9741** and provide your information. If you would like to receive feedback, please leave your contact information. Otherwise, the Patient Safety Hotline is available for anonymous reporting. NHOH values patient feedback and uses this information to improve patient safety throughout the hospital.

Speak up if you have questions or concerns. You have the right to know about your care. We encourage you to discuss your questions and concerns with your physician or any member of your care team.

Make sure your caregivers wash their hands if they perform any "hands on" procedures. Evidence is overwhelming that washing your hands is the single most important thing anyone - including your caregiver - can do to stop the spread of infection.

Recognize your medication. If the medications you are given do not look familiar, speak up and alert your doctor or nurse. Do the same when picking up medications from the pharmacy.

Make sure that all of your doctors know about everything you are taking. This includes prescription, over-the-counter medicines, and dietary supplements such as vitamins and herbs.

Make sure your doctor and your nurse know about any allergies and adverse reactions you have had to medications. This can help you avoid a medicine that can harm you.

For more information on patient safety tips and take home brochures, visit the Quality Assurance Office near the Patient Administration Offices, or call 360-257-9741.

Uniform Business Office (UBO)

Phone: 257-9955

Hours: 6:30 a.m. - 4 p.m., Monday-Friday

Location: Room 360

The Third Party Collections program at NHOH recovers funds from health insurance companies, other than TRICARE, for the cost of medical care delivered at our facility to insured patients. This program is no cost to the patient, does not affect your insurance premiums and can save you money.

In general, if you are a family member or a retiree and have health insurance other than TRICARE, it is considered Third-Party Insurance, usually already being paid for privately or through an individual employer benefits program.

Third Party Collections - FAQ

What is Third Party Collections?

A Congressionally mandated program which directs military treatment facilities to bill private health insurance plans when beneficiaries receive care in our facility.

What happens to the insurance monies collected?

All proceeds from the Third Party Insurance Program go directly to NHOH and are used to purchase supplies and equipment and pay our personnel who provide care to our beneficiaries.

Will there be any advantages to me?

Yes! Most insurance plans have deductibles that must be met before the plan starts to pay. When we file claims, the amount billed will be applied toward the patient's deductible. Therefore, if the patient visits NHOH a few times and the deductible is met, they will have less out-of-pocket expenditures should they have to visit a civilian health care provider or facility.

Is insurance information always needed?

Yes. Please bring your insurance card with you each time

you visit the clinic. Information on the front and back of your card is needed to verify your insurance information. Annually, you will be asked to complete another DD Form 2569. Health Insurance Portability and Accountability Act (HIPAA) requires this information to be posted in your medical record.

Medical IG Hotline

The Navy Medical Inspector General's Hotline provides an opportunity to report significant cases of fraud, waste and mismanagement.

Medical Inspector General 800-637-6175
navymedighotline@med.navy.mil

Navy Medicine West IG
877-479-3832
navmedwest-MEDIG@med.navy.mil

Local IG 360-257-9804
hotline2@med.navy.mil

For suspected Threats to Homeland Security, Unauthorized Disclosures (Leaks) of Classified Information or Military Whistleblower Complaints Call the DoD IG Hotline at:

800-424-9098
www.dodig.osd.mil/hotline

Joint Commission

Do you have a concern about the quality of care you received? Naval Hospital Oak Harbor, a Joint Commission Accredited Healthcare Organization, wants to know about it.

The Joint Commission encourages you to bring your concerns to the attention of your health care organization's leaders. If this does not lead to a resolution, you may take your concerns to the Joint Commission for review.

For more information about how to voice a concern, you may contact the Patient Relations Officer at (360) 257-9554 or fill out an Interactive Customer Evaluation (ICE) by clicking on the ICE logo located on the NHOH Homepage.

Or

Joint Commission Office of Quality Monitoring by either calling 1-800-994-6610 or e-mailing:

<http://www.jointcommission.org/GeneralPublic/Complaint/>.

Inclement Weather/Security Threat

The hospital will assume the same schedule as the Naval Air Station in the event of inclement weather or a heightened Security Threat. Labor and Delivery will remain open 24/7. If you have a scheduled appointment during the times that the base is closed, you will need to call TRAC at 1-800-404-4506 or your team clerk and reschedule.

For up-to-date information on base access during inclement weather/heightened security call the base information line at 360-257-1080.

Hospital Phone Directory

Department Phone Listing: Area Code (360) DSN 820

Main Number with Phone Tree	257-9500
Quarter Deck	257-9501
Command Suite	257-9974/9975
Case Management	257-9743/9994
Clinical Support	
Laboratory	257-9677
Pharmacy	257-9707
Refills	257-9701/9705
Physical Therapy	257-9695
Radiology	257-9630/9629
Dental	257-2301
After hour emergency	360-929-2140
Managed Care	
TRICARE Assistance	257-9716
TRICARE for Life	257-9665
Referral Management	257-9571
Out of Area Urgent Care	257-9575
Medical Records	
Operational Active Duty	257-9923
Shore Based Active Duty	257-9528
Family Members	257-9526
Archives	257-9740
Medical Services	
Aviation Medicine	257-9576
Deployment Health Clinic	257-9534
Family Medicine	
Nutrition Clinic	257-9590
Clinic Clerk (Team Olympic)	257-9561
Clinic Clerk (Team Cascade)	257-5106
Pediatrics	
Nurse	257-9782
Pediatric Clerk	257-9782
Internal Medicine	
Diabetic Clinic	257-9801

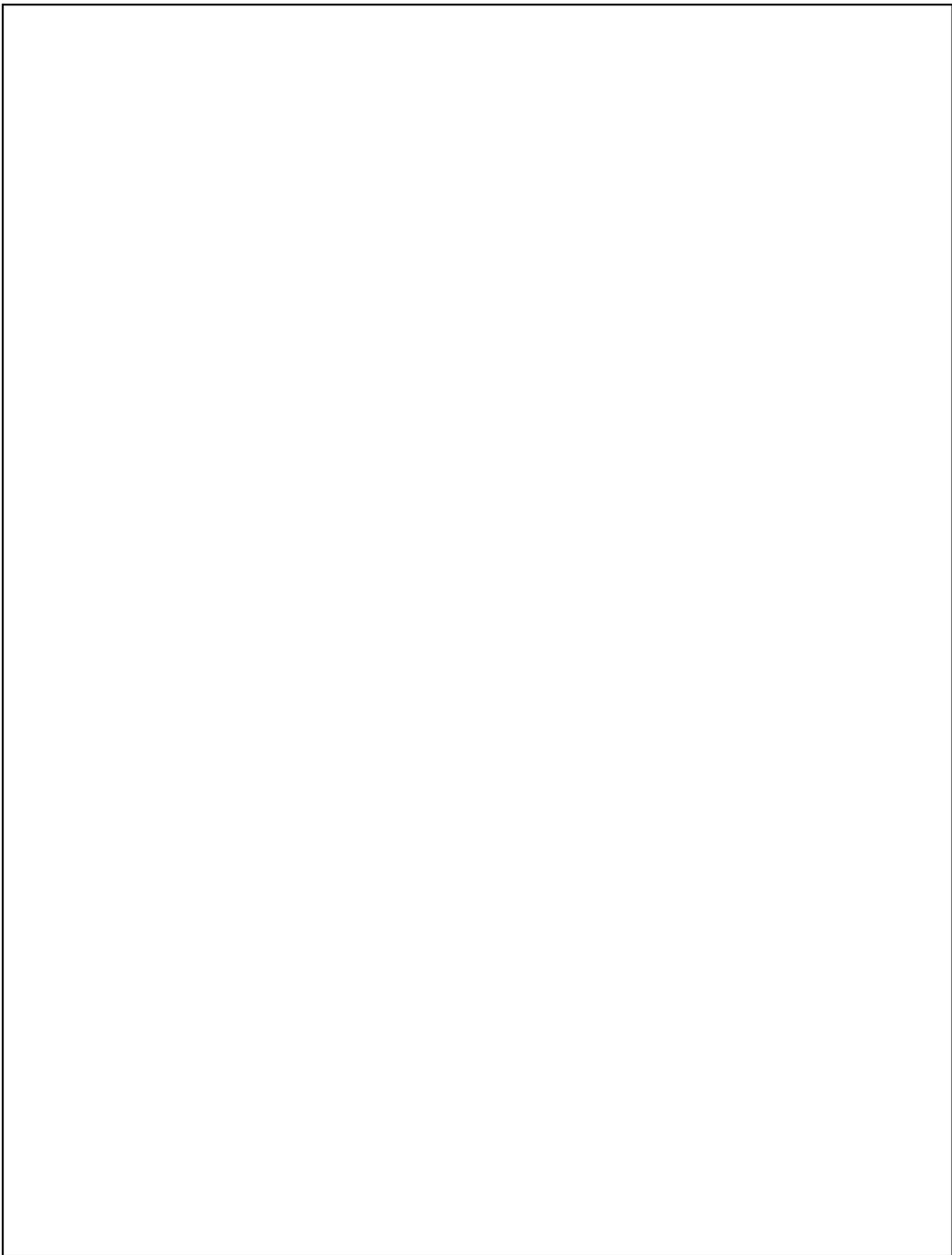
Optometry	257-9788
Mental Health	257-9484
SARP	257-2394
Naval Operational Support Center (NOSC)	257-9805/9806
Nurse Advice Line	1-800-874-2273/1-800-TRICARE
Nursing Services	Medical/Surgical Ward 257-9447 Labor and Delivery 257-9776/9777 Nursery 257-9727 Child Birth/Parenting Education 257-9899
Patient Administration	Overseas Screening 257-9830 LIMDU 257-9540
Patient Relations	257-9554
Public Health	Health Promotions 257-9892 Environmental Health 257-
5950/5020	Occupational Health 257-9925 Industrial Hygiene 257-8920/4520 Immunizations 257-9591 Travel Medicine Clinic 257-9576
Surgical Services	OB/GYN 257-9761 Orthopedic 257-9755 Same Day Surgery 257-9965 General Surgery 257-9801
TRICARE Regional Appointment Center	1-800-404-4506
Uniform Business Office	257-9955
Safe Harbor	257-9530/1-877-746-8563
Other Important Phone Numbers	
American Red Cross Office	360-257-9723

Counseling Services (Fleet & Family Support) 257-3266

Island County Crisis Line 1-800-584-3578

Suicide Prevention Line 24/7 1-800-273-8255
www.suicidepreventionlifeline.org/

Poison Control Center 1-800-222-1222



Routine Eye Exams

- Routine eye exams are a covered benefit with TRICARE Clinical Preventative Services.
 - A routine eye exam consists of
 - Glasses Prescription
 - Check of general health of eyes
 - Dilated Fundus Exam
 - A routine eye exam doesn't include
 - Contact Lens Fitting or Prescriptions
 - Acute issues like corneal abrasions or scratches
 - Chronic issues like dry eyes
 - This covers an annual visit for active duty family members. Retired members can only utilize this benefit every TWO YEARS.
 - Diabetic Patients can use this benefit annually.
 - This self-referral doesn't include glasses frames or the lenses
 - Retired members may bring their prescription to the clinic to order frames that are available to them
 - Anything that isn't routine will need a referral to be seen for this issue out in town.
- This only relates to TRICARE PRIME beneficiaries, not Active Duty.

Local Optometry Clinics Covered by Tricare

Oak Harbor

Harbor View Vision – (360) 675-2295

Vision Plus – (360) 544-5843

Whidbey Vision Care – (360) 675-2235

Anacortes

Island Optometry Clinic – (360) 293-2127

Dr. Huddleston - (360) 293-9312

Freeland

Whidbey Vision Care – (360) 331-8424

Mount Vernon

Cornwell Eye Care (Wal-Mart) – (360) 428-5033

Valley Vision & Optical – (360) 336-5734

Skagit Regional Clinics – (360) 428-6464

North Cascade Eye Associates – (360) 416-6735

Eberhardt Vision Center – (360) 424-0553

Burlington

Burlington Vision Clinic – (360) 755-9211

Paris Miki Clinic – (360) 757-7750

