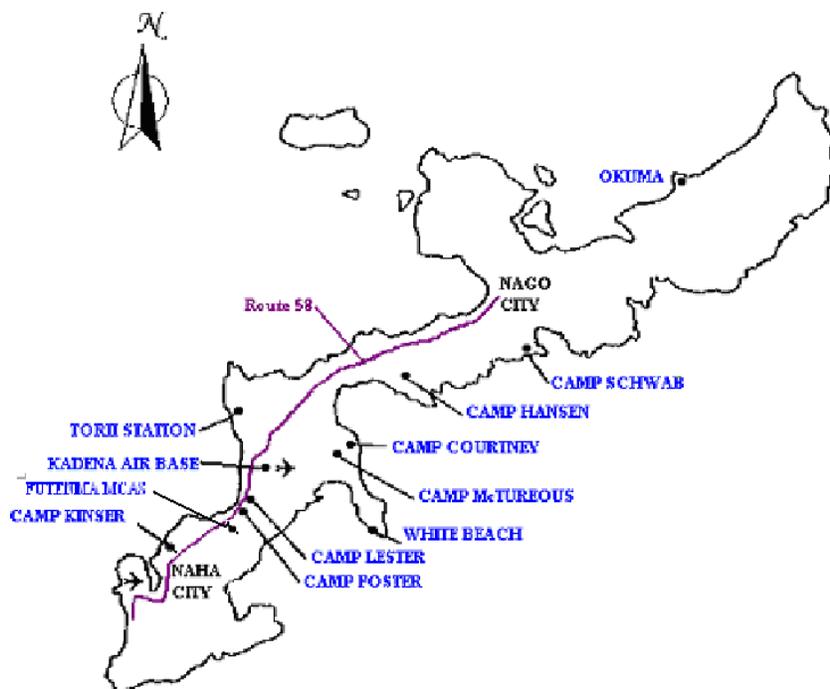


WELCOME TO OKINAWA

You or a family member have been scheduled for medical treatment at U. S. Naval Hospital Okinawa, Japan. The Aeromedical Evacuation (Aerovac) staff, along with the Army, Navy, Air Force, and Marine Corps service liaisons are here to assist you and make your stay as pleasant as possible. The purpose for this package is to provide you with information that will make your visit here smoother and less stressful. Please read it carefully, and bring it with you when you travel. This information is also available on the hospital's website at: <http://www.med.navy.mil/sites/nhoki/welcome/Pages/Patients.aspx>

Hospital Location:

Okinawa is an island that is located several hundred miles south of mainland Japan. The climate is subtropical, with hot humid summers, and mild winters. The Naval Hospital is on Camp Lester, one of several U.S. Marine Corps bases on the island. It is conveniently located between Camp Foster (USMC) and Kadena Air Base (USAF), both of which are just minutes away on the same major highway, Route 58 (see map below). These two bases have the most extensive community facilities of any military base in the Western Pacific with the largest exchanges, commissaries, libraries and more.



Before You Arrive:

Please complete the attached “Air Evacuation Brief” to ensure that all necessary preparations are made prior to travelling. It is normally the Aerovac Office of the referring facility or ship personnel that make most arrangements. These preparations include:

- Scheduling your appointment
- Bringing all medical records, x-rays, MRI/scans, etc.
- Preparing your orders
- Making travel arrangements
- Making billeting arrangements (see “Billeting and Transportation” section of this package)
- Informing Naval Hospital Okinawa of your travel itinerary

Bring a copy of the brief with you when you travel, as it includes important information that you will need while you are on Okinawa.

IMPORTANT: Your referring facility’s Aerovac Office should provide Naval Hospital Okinawa with your travel itinerary. If they do, a hospital driver will pick you up from the airport. We recommend that you verify with your facility’s Aerovac Office that this arrangement has been made prior to your departure from your home station. If your travel arrangements change at the last minute due to weather delays, missed connections, etc, please try to contact Aerovac Office/Aerovac Watch or the Quarterdeck (see phone listings in this package).

Arriving in Okinawa:

If you are flying to Okinawa, you will likely arrive either at Kadena Air Base (if traveling via military air), or Naha Airport, (if traveling commercial air). Naha is located about 24 kilometers (15 miles) south of the hospital, also on Route 58.

If your itinerary is provided to the Hospital in advance, a Naval Hospital driver will meet you at the airport (in the main lobby outside the baggage claim area). The driver will be holding a sign that says “USNH OKINAWA”. The driver will take you to your pre-arranged lodging. If you are expecting a driver but can not find him/her, call the Quarterdeck or your specific service liaison (see phone listings in this package), who will provide you with further instructions. There is a phone located at the information desk in the main lobby outside the baggage claim area.

If you arrive at Naha Airport and don’t have a Naval Hospital driver meeting you, shuttle services are available for transportation to the Foster/Lester/Kadena area according to the schedules shown in this package. If you take a taxi, try to choose a taxi with a green strip stating "Authorized On Base". Your fare from Naha will generally cost about 5,000 yen, depending on traffic. Some taxi drivers may know Camp Lester as "Camp Kuwae" or if they are unaware of the location of Camp Lester, ask to be taken to Mihama ("me ha ma") which is right outside our gate. If you need assistance, go to the information desk in the main lobby outside the baggage claim area, where there are English-speaking representatives available to answer your questions.

If you come to Okinawa by ship, your vessel will probably berth at White Beach Naval Facility. The medical fleet liaison at White Beach will provide instructions on transportation. Taxi service is available to Camp Lester, Camp Foster, and Kadena Air Base.

Once You Arrive:

Upon arrival on Okinawa, you should immediately contact the Aerovac Office or your service liaison to confirm your scheduled appointment date, time and the physician you will be seeing (see phone listings in

this package). If you arrive after hours, on a holiday, or the weekend, contact your respective service liaison the next working day.

By communicating with the Aerovac office and your service liaison, you will help them provide you with the best possible service. This call is also important because you may have MRI/CT, X-rays, and lab work scheduled prior to seeing your physician. Your service liaisons will be happy to assist with concerns such as reservations for lodging, information about transportation to or from the hospital, orders modifications or extensions, or any other concerns that may arise during your stay. When you go to your appointment, you should arrive at least 15 minutes early.

Important Hospital Phone Numbers

**All numbers are DSN, unless otherwise noted

**From cell: dial 098-911-5111, then dial DSN number

Key Contacts for Incoming Patients:

USNH Okinawa Quarterdeck	643-7555	
Aerovac Office	643-7600/7761	
Aerovac Coordinator	643-7110	Cell: 080-2700-0465
Navy Liaison	643-7499/7608	Cell: 090-6861-7544
Marine Liaison	643-7821	Cell: 090-6861-4209
Army Liaison	643-7560	Cell: 080-6765-9691
Air Force Liaison	643-7448	Cell: 090-6861-4229

Clinic Numbers:

CAT Scan	643-7503
ENT	643-7522
General Surgery	643-7221/7222
Internal Medicine	643-7714/7715
Labor and Delivery	643-7597/7749
MRI	643-7503
Neurology	643-7745
Neurosurgery	643-7210
Ob Gyn	643-7267
Ophthalmology	643-7250
Orthopedics/Podiatry	643-7351/7297
Pediatrics	643-7304
Pulmonary Medicine	643-7152
Urology	643-7360/7552
Case Manager	643-7761
Chaplain	643-7248

Marine Corps Base Switchboard (to call the hospital or Camp Foster):

(to call on base from off base)

From cell: 098-911-5111, then dial DSN number

Information DSN: 113 or 640-1110

Note: For more detailed information about specific services, go to the Naval Hospital public website, click on “Info for Patients and Community”, and select the desired clinic:

<http://www.med.navy.mil/SITES/NHOKI>

Billing and Transportation

Note: All numbers starting with 6 are DSN. To call from outside the Pacific, dial 315 and the seven digit number listed on our web site. For example, to call 643-7555, dial 315-643-7555. To call commercial from the U.S. dial 011-81-611-7##-#### (enter last 6 DSN digits). All other numbers are commercial and can be reached from the U.S. by dialing 011-81-98-###-####. Click [here](#) for more dialing instructions.

USNH OOD – Information Desk: Voice 643-7555, Fax 643-7591

Billeting	
WestPac Lodge & WestPac Inn, Camp Foster http://www.mccsokinawa.com/lodging Be sure to specify if you are on Medical TAD orders	645-2191/2455
Shogun Inn, Kadena AB http://kadenaservices.com/lodging.html Be sure to specify if you are on Medical TAD orders	632-1010/1050
Habu Hilton, Kadena Navy Billeting, Bldg 1499	634-0677/1173
Hamagawa Lodge (Commercial, Off-base)	936-7139
Laguna Garden Hotel (Commercial, Off-base)	897-2121
Stork's Nest (See Attached Information. Restrictions Apply)	643-2072
Airlines	
Kadena AMC Terminal	634-2159
Naha Airport	857-6851
SATO Office	634-6869/6870
Taxis	
Taxis stand-by at Naha Airport during flight arrivals. It costs approximately 5000 yen to travel from the airport to the Foster/Lester/Kadena area. Try to choose a taxi with a green strip stating "Authorized On Base". Some taxi drivers may know Camp Lester as Camp Kuwae ("coo way") or if they are unaware of the location of Camp Lester, ask to be taken to Mihama ("me ha ma") which is right outside our gate.	
Okito Taxi Group Camp Foster Area: 637-5900 Kadena Air Base: 634-5900 Local: 0120-23-5477 Visa, MC, American Express accepted	Meiho Taxi Camp Foster Area: 646-2233 Kadena Air Base: 633-7433 Local #s: 098-937-2467 098-939-1660, 0120-47-2394 Visa, MC, American Express accepted

The WestPac Lodge at Camp Foster and Shogun Inn at Kadena Air Base offer shuttle service to and from Naha Airport according to the attached schedule. For more information, visit the WestPac and Shogun websites (see Billeting above).

Marine Corps Base provides a free shuttle bus service - The Green Line – as an alternative for those patients who must travel from base-to-base. The schedule for service between Camp Foster and Camp Lester is attached. For information on other schedules, visit the MCB Butler web site at <http://www.mcbbutler.usmc.mil> and look under Services for the Green Line.

Off-base, commercial bus service covers most of the island. Unfortunately all route information is in Japanese and most drivers do not speak English. If you are interested in learning to ride these buses you will need some assistance, but will find it to be a convenient source of transportation.

Car Rental

Car Rental, Camp Foster Bldg 447, near USO	645-4577
Car Rental, Shogun Inn, Kadena AB	632-1880
Car Rental, WestPac	645-8237

Car Rental Note: An International Driver’s License is required if you do not have a US Forces Japan Driver’s License. Int’l Driver’s license can be obtained through your local AAA. Reminder: In Japan, we drive on the left side of the road; steering wheels are on the right side of the vehicle.

Base Operators (when calling to the base from off-base when on Okinawa)

Foster, Futenma, Kinser, Naval Hospital	911-5111
Kadena AB, Lester Housing	938-1111

Stork's Nest

The Friends of the Stork's Nest provides free, temporary housing for off-island, high-risk pregnancy patients, parents of infants in the Neonatal Intensive Care Unit (NICU), or children in the Intensive Care Unit (ICU).

The cottages are located one block from the hospital. Two couple's cottages are equipped with four bedrooms and two family cottages are equipped with two family rooms. Each cottage has a communal living room, kitchen, dining area, and laundry facilities with a washer and dryer. Each two bedrooms share a bathroom. The cottages are completely furnished but residents are responsible for their food, toiletries, laundry cleaning products, and kitchen napkins. Cooking utensils, pots and pans, dishes, as well as linens are provided.

Accommodations are available on a first-come, first-served basis; and reservations are required. Please open and read our [welcome packet](#) for all the information in reference to lodging at the Stork's Nest. For more information please contact the Stork's Nest Manager at 315-643-2072.

Naval Hospital Dining and Food Options:

Galley (1st floor):

Breakfast	0615-0800	(cost \$2.10)
Lunch	1100-1300	(cost \$3.85)
Dinner	1630-1815	(cost \$3.85)

Hospital AAFES Shoppette (2nd floor):	Monday-Friday	0700-1700
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SUBWAY (2nd floor):	Monday-Friday	0900-1700
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USNH Gourmet Coffee Shop (1st floor):	Monday-Friday	0700-1600
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Camp Lester AAFES Shoppette :	Sunday-Saturday	0700-2000
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Numerous other dining options are available on Camp Foster and Kadena Air Base, as well as off-base. Ask your service liaison for more information, or check at the front desk of your billeting location.

Airport Shuttle Services

Westpac (Camp Foster)/Airport Shuttle

The Westpac Lodge/Inn on Camp Foster offers an airport Shuttle service which cost \$10 for individuals and \$25 for a family of 3. Bus fees are paid at the time of boarding. Schedules may vary based upon the number of passengers and traffic. For more information call 645-7516, or see the WestPac website:

<http://www.mccsokinawa.com/lodging>

Monday - Saturday *Info current as of 8/20/08	1st	2nd	3rd	4th
Departs Westpac Inn	0600	0800	1000	1200
Departs Naha Airport	0700	0900	1100	1300

Kadena Air Base/Airport Shuttle

The following shuttle bus schedule establishes support transportation needs between Kadena AB and Naha International Airport (international and domestic) terminals. This service runs 7 days a week to **EXCLUDE** federal holidays, wing goal/family days and Typhoon Condition 1C. For more information, please contact Vehicle Dispatch at 634-4505 or 634-3345, or see the Shogun Inn website at:

<http://kadenaservices.com/lodging.html>

Shuttles depart the following locations and the times listed below. NOTE: The first and second shuttle routes only depart Kadena AB if there are passengers on official business going to Naha Airport to catch an outbound flight. Passengers on official business have priority over space available passengers. If this schedule does not meet your needs or if a large number of passengers (12 or more) on orders need transportation, please call Vehicle Dispatch at 634-4505 to make other arrangements. In accordance with DOD 4500.36-R and AFI 24-301, transportation will not be provided to commercial airports based solely on the traveler's rank, position, prestige or personal convenience. Please address all comments about our service to 632-9295.

*Info current as of 8/20/08	1st	2nd	3rd	4th	5th	6th
Departure time from AMC Terminal, Bldg 3409 Kadena AB	0615	0900	1100	1300	1830	
Departure time from Shogun Inn, Bldg 332 Kadena AB	0625	0910	1110	1310	1840	
<u>Estimated</u> arrival time at Domestic Terminal, Naha Airport	0710	1030	1230	1430	2000	
<u>Estimated</u> departure time from Domestic Terminal, Naha Airport	0715	1040	1240	1440	2010	2300
<u>Estimated</u> arrival time at International Terminal, Naha Airport	0720	1050	1250	1450	2020	
<u>Estimated</u> departure time from International Terminal, Naha Airport	0730	1100	1300	1500	2030	2315
<u>Estimated</u> arrival time to Kadena AB (stops at AMC Terminal and Shogun Inn)	0830	1215	1415	1615	2145	0100

*This vehicle will not depart the International Terminal, Naha Airport, until 30 minutes after the final arriving flight of the day.

NOTE: Estimated times are affected by traffic delays or late departures from Kadena AB.

Green Line Bus Schedule (Camp Foster-Camp Lester)

*Current as of 8/25/2008. For more info, visit the MCB Butler web site at <http://www.mcbbutler.usmc.mil> and look under Services for the Green Line.

Weekdays:

#8 North FOSTER → LESTER	#8 South LESTER → FOSTER
Departs from Foster (Concessions Complex West Entrance / Stillwell Drive) to Lester(USNH)	Departs Lester(USNH) to Foster (Concessions Complex West Entrance / Stillwell Drive)
Mon-Fri	Mon-Fri
06:20	06:40
07:20	07:40
08:20	08:40
09:20	09:40
10:20	10:40
11:20	11:40
12:20	12:40
13:20	13:40
14:20	14:40
15:20	15:40
16:20	16:40
17:20	17:40

#8-E Bus <i>Camp Foster/Lester(USNH)</i> Monday thru Friday TGL <small>They Don't Do It Any Other Way!</small>																			
Camp to Camp/Intra Shuttle Service 18:00-20:00																			
Interface with #2, #4 & #6 South/North																Interface with #2, #4 & #6 South/North			
BEQ#217	Evans Clinic	Stillwell Drive Bus Stop	Foster P.X. (Concession Mall Entrance)	IPAC/BEQ#5700	Bowling Center	Camp Lester	Main Gate - Camp Lester	Lester Family Clinic	USNH (near) E.R. Entrance	USNH Pharmacy Entrance	Main Gate - Camp Lester	Camp Lester	Foster P.X. (Concession Mall Entrance)	Evans Clinic	Stillwell Drive Bus Stop	IPAC/BEQ#5700	Bowling Center	BEQ#217	GME - Stop & Start
1	2	3	4	5	6	7	8					9	10	11	12	13	14	15	16
18:14	18:16	18:16	18:20	18:25	18:27	18:37	18:40	18:41	18:42	18:43	18:44	18:44	18:54	18:57	18:57	19:00	19:02	19:06	19:08
19:14	19:16	19:16	19:20	19:25	19:27	19:37	19:40	19:41	19:42	19:43	19:44	19:44	19:54	19:57	19:57	20:00	20:02	20:06	20:08
20:14	20:16	20:16	20:20	20:25	20:27	20:37	20:40	20:41	20:42	20:43	20:44	20:44	20:54	20:57	20:57	21:00	20:02	21:06	21:08

Weekends:

#8-E Bus Camp Foster/Lester (USNH) Sat, Sun & Holiday Camp to Camp/Intra Shuttle Service 10:00-2200 																			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16				
BEQ#217	Evans Clinic	Stillwell Drive Bus Stop	Foster P.X. (Concession Mall Entrance)	IPAC/BEQ#5700	Bowling Center	Camp Lester	Main Gate - Camp Lester	Lester Family Clinic	USNH (near) E.R. Entrance	USNH Pharmacy Entrance	Main Gate - Camp Lester	Camp Lester	Foster P.X. (Concession Mall Entrance)	Evans Clinic	Stillwell Drive Bus Stop	IPAC/BEQ#5700	Bowling Center	BEQ#217	GME - Stop & Start
10:14	10:16	10:16	10:20	10:25	10:27	10:37	10:40	10:41	10:42	10:43	10:44	10:44	10:54	10:57	10:57	11:00	11:02	11:06	11:08
12:14	12:16	12:16	12:20	12:25	12:27	12:37	12:40	12:41	12:42	12:43	12:44	12:44	12:54	12:57	12:57	13:00	13:02	13:06	13:08
14:14	14:16	14:16	14:20	14:25	14:27	14:37	14:40	14:41	14:42	14:43	14:44	14:44	14:54	14:57	14:57	15:00	15:02	15:06	15:08
16:14	16:16	16:16	16:20	16:25	16:27	16:37	16:40	16:41	16:42	16:43	16:44	16:44	16:54	16:57	16:57	17:00	17:02	17:06	17:08
18:14	18:16	18:16	18:20	18:25	18:27	18:37	18:40	19:41	18:42	18:43	18:44	18:44	18:54	18:57	18:57	19:00	19:02	19:06	19:08
20:14	20:16	20:16	20:20	20:25	20:27	20:37	20:40	20:41	20:42	20:43	20:44	20:44	20:54	20:57	20:57	21:00	21:02	21:06	21:08
22:14	22:16	22:16	22:20	22:25	22:27	22:37	22:40	22:41	22:42	22:43	22:44	22:44	22:54	22:57	22:57	23:00	23:02	23:06	23:08

Interface with #2, #4 & #6 South/North

Interface with #2, #4 & #6 South/North

Air Evacuation (AE) Brief Commercial Travel

Please initial each statement

**Patient Clerk
initials initials**

PREPARTION FOR TRAVEL

- **Referral appointment.**

- Your appointment has been scheduled on (date/time): _____
- Your appointment is with (provider): _____
- Your appointment is at (clinic/facility): _____
- Please arrive 20 minutes early for your appointment.
- Please bring all patient medical records, x-rays, MRI/scans to your appts. (parents will check records out for dependents).
- If you are taking medication, please take a 15 day supply with you.

- **Travel Orders**

- Liason's will turn in Travel Order Request to command/sponsor's command/FMAT.
- Be sure to have TAD/TDY orders prior to departure and provide A/E office with a copy when you pick up your tickets.
- Air/rail tickets will be issued at the AE Office on _____.
- Do not make any commercial air travel arrangements without prior consent of the AE office. Personally procured tickets will not be reimbursed.

- **Requirements for travel**

- Please procure your own lodging and let us know where you will be staying (USAF- Billeting will be made for you). Billeting may not exceed authorized per diem rates found at: <https://secureapp2.hqda.pentagon.mil/perdiem/perdiemrates.html>
- If billeting rates are exceeded you will not be reimbursed the difference in rates.
- If assistance is needed in obtaining lodging, please let us know.

Lodging Name: _____ Phone: _____

Confirmation Number _____

- Arrange ground transportation before arrival at referral facility. It is up to your command to determine if a rental car is authorized.
- All patients and non medical attendants must verify travel documents are in your possession prior to departure, to include TAD/TDY orders, valid ID, Passport, American Visa, or Resident Alien Card for non-U.S. citizens.
- Ensure your passport will not expire within 60 days.
- Ensure that you have enough funds (dollars/yen, cash or credit card) to cover transportation, billeting and meals for the expected length of stay prior to travel. If possible request advance per diem from command.

- **Non-medical Attendants (NMA)**

- NMA is _____ is not _____ authorized.

ARRIVAL AT REFERRAL FACILITY

- **Air Evacuation Office/Joint Patient Liaison Office (JPLO)**
 - Contact AE Office/liaison within 24 hours of arrival to provide your local contact information (billeting/phone number). _____
 - You must physically check in to the Air Evacuation Office to have your orders endorsed. Failure to check in within 24 hours may result in denial of reimbursement. _____
 - Contact JPLO for an extension of TAD/TDY orders if they are due to expire before your treatment is complete. _____
- Please bring all medicals records, x-rays, MRI/scans to your appointments. _____
- If you have questions/issues with your appointment/treatment notify the Case Manager.
 - Case Manager: _____ Phone: _____
- **Contact your service liaison at the TDY location for assistance in changing return tickets as determined by medical need or further treatment.** _____

RETURN TO HOME STATION

- Check out with AE/liaison office prior to departure.
 - Ensure medical records are in your possession when you check out. _____
 - Failure to check out may result in denial of reimbursement. _____
- Return to duty station NLT the day after your appointment. Failure to do so may result in AWOL declaration for active duty members. _____
- Keep all receipts and file with your command/sponsor's command for reimbursement. _____
- **Retirees/DOD Civilians are not entitled to reimbursement for commercial air.** _____
- **FINAL STOP** Check in with home station AE office. Follow up appointments may be required and medical records need to be returned. This final check will ensure continuity of your medical care and maximum reimbursement for medical travel expenses. _____

I have been briefed on the above information and have no further questions at this time.

I have received a copy of this brief.

Print Patient Name: _____ Signature: _____ Date: _____

Print CM Name: _____ Signature: _____ Date: _____

Print AE Clerk Name: _____ Signature: _____ Date: _____

Referral Facility AE/Liaison Office Check in/out

Liaison Name: _____ ***time/date in:*** _____ ***time/date out:*** _____