

BRANCH CLINIC FUTENMA

Serving the 1st MAW



BRANCH CLINIC FUTENMA

Patient Check-in Initiative

- USNH Okinawa Mission:
“We support operational readiness in the Western Pacific by promoting, restoring, and maintaining health for all entrusted to our care.”

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Patient Check-in Initiative

- **PT CHECK IN PROCESS**
 - Was not coordinated between medical and operational needs.
 - Did not address health promotion.
 - Was not a customer friendly process.
 - Did not meet the patients needs.
 - Kept patients waiting around for long periods of time

CHANGE 1: GREET EVERY PATIENT WITH A SMILE

- On reporting:
 - The Marine's Health record is logged in to CHCS.
 - 5 labels are made
 - The Marine is provided an appointment with a hospital corpsman for the following afternoon.
 - The Marines check in sheet IS NOT signed off.
 - The Marine is returned to duty.

Change 2.

The Record Review & Patient Interview

- The Record is reviewed and:
 - The record is verified.
 - Any maintenance issues (torn cover, etc) are corrected.
 - The Adult Preventive and Chronic Care Flow Sheet (DD2766) is updated.
 - The Health Record is reviewed for any significant health history.

Change 2.

The Record Review & Patient Interview

- The patient comes in for his 30 min appt:
 - The Mini-registration in CHCS is updated.
 - A Health Maintenance interview is completed per PPIP guidelines and documented on the SF-600.
 - The record, patient privacy data, and health history are verified with the patient. The patient is scheduled with a \$PCM appt with their PCM if warranted by health history.

Change 3.

Identified Readiness Deficiencies are Corrected

- If needed, the patient is sent to:
 - Lab for HIV or any other indicated tests.
 - Immunizations if deficient.
 - Preventive Medicine if monitoring (ie; PPD Converter, Hearing Conservation, etc) is warranted.
 - Aviation Medicine if an “up chit” is needed.

Change 4. Identified Health Needs are Addressed

- Patients are referred to the Appointment Clerk for scheduling if:
 - Deficient Physical examination.
 - Deficient PAP.
 - Deficient follow up exam (Colposcopy, etc).
 - \$PCM visit for significant Health History:
 - **Hypertension or Chronic Medical Condition.**
 - **Depression, Suicide, etc.**

Change 5. The Record is Reviewed by the PCM

- The patient is released and the Check-in sheet is signed off.
- The record is forwarded to the patients PCM for review and the SF-600 is countersigned.
- The visit is credited to the provider for workload as a health maintenance exam.
- Record is forwarded to the Squadron so that the unit's SAMs can be updated.

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Patient Check-in Initiative

- **Benefits:**
 - We should not see the patient again until their Birth Month review unless they get sick.
 - Health maintenance issues and chronic conditions are addressed when the patient reports.
 - Mandated monitoring programs are addressed so patients don't "fall through the cracks" at PCS.
 - Readiness issues are addressed up front instead of a "pre-inspection Knee Jerk" effort.
 - The patients' visit is productive

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Patient Check-in Initiative

- **CLINIC ACHIEVEMENTS:**

- All deployments have been accomplished without curtailing clinic services.

- All units have passed their Functional Area Inspections

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Patient Check-in Initiative

- *We take pride in stating that the Health Care Team at Futenma Branch Clinic provides a quality of services that are second to none !*