



***Routine Referrals To
Civilian Specialty Clinics:
A Step-by-Step Guide For
Active Duty and Dependents***



The Referral Management/Medical Translations Office is located in the TRICARE Office near the Quarterdeck on the first floor of the Naval Hospital. It is open Monday through Friday from 07:30 to 16:30.

**Referral Management/Medical Translations Office
PSC 819 Box 18
FPO, AE 09645**

**Phone: 956-82-3527 / 956-82-3360 (from off base)
Phone: 727-3527 / 727-3360 (from on base)
Fax: 727-3529
Email: NH.Rota.Translators@med.navy.mil**

You have been referred off base for further diagnostic testing or medical treatment from a specialty clinic not available at U.S. Naval Hospital Rota. The Referral Management/Medical Translations Office (RMO) can assist you in this process by:

- Requesting TRICARE authorization.
- Translating your referral into Spanish.
- Scheduling your appointment with an approved provider.
- Providing necessary paperwork for the consulting clinic.
- Providing directions to your appointment (GPS, maps).
- Providing interpretation services.
- Translating your report into English and loading it into your electronic medical record.
- Notifying the referring provider of your results.

Here is a **checklist** of the steps you need to take to assist in the process:

- Provide good contact information, including phone number, when your provider places the referral.
- Complete labs or x-rays as requested by your provider.
- Get copies of your lab results or x-rays. Bring these to the RMO and to your appointment.
- When contacted by the RMO to schedule an appointment, indicate if you need an interpreter.
- Meet your interpreter, if needed, at Naval Hospital or at the specialty clinic before your appointment.
- If driving yourself, pick up maps, GPS, and directions from the RMO.
- Pick up your referral packet from the RMO.
- Keep your appointment. Do not be a "No Show."
- Bring any specialty reports back to the RMO.
- Follow-up with your provider to discuss your results.

We appreciate your feedback on our performance. If you would like to submit a comment about the RMO, please use the following link:

http://ice.disa.mil/index.cfm?fa=card&s=8&sp=126996&dep=*DoD

If you would like to learn more about your TRICARE Overseas benefits, please use the following link:

<http://www.TRICARE-overseas.com/test/Beneficiaries.htm>

To submit a comment about the specialty clinic to which you were referred, please use the following email address:

TOPGlobalQualityAssu@internationalsos.com.

The RMO will assist you in the referral process to a civilian specialist. Both you and your health care provider have important roles in this process. Below details the referral process, step by step:

- Your provider will place a referral with relevant diagnosis and history. **Please give your provider a good contact phone number** to be included in the referral.
- The RMO will request TRICARE authorization for the referral. This may take 4-5 business days.
- The RMO will identify an approved local specialty clinic in the TRICARE overseas network to which you will be referred.
- The RMO will translate the referral into Spanish for you to bring to the appointment.
- The RMO will schedule the appointment for you. **You should be contacted by the RMO within 7 business days for routine specialty referrals, with the exception of radiology referrals (such as MRI), for which you will be contacted typically within 9 business days.** If you have not been contacted by the RMO within this time, please call 727-3527/3360 (on base) or 956-82-3527/3360 (off base).
- **Please complete any lab or radiology studies** as requested by your provider prior to your appointment. Please collect your results and **bring copies to the RMO and to your appointment.** Your provider and medical home team can assist you in collecting these results.
- **Please pick up your referral packet** from the RMO before you go to your appointment. This packet contains important documents, including your translated referral and your TRICARE referral authorization. **Bring this to your appointment.**
- The RMO will provide a Spanish interpreter during your appointment, if needed. The RMO will identify the need for this service at the time the appointment is scheduled, so that an interpreter will be available to meet you on the day of your appointment.
- **When the assistance of an interpreter is required,** the interpreter can meet you directly at the local clinic, or you may choose to ride with the interpreter. If you ride with the interpreter, please keep in mind that the RMO will group patients to travel together in a government vehicle. You will have to wait until the last patient is finished before you return to base.

- **If you prefer to drive yourself to your appointment,** the RMO will assist you in locating the specialty clinic. Maps, directions, and GPS, if needed, will be provided.
- After the appointment, if you have been given a report from the consulting provider, **please bring this report back to the RMO.**
- All ancillary services requested by the network provider to include (medications, laboratory and radiological tests) **MUST** be completed in the network.
- The RMO will translate into English all reports from civilian specialists. It may take as long as 10 business days to receive a report from a specialty clinic, after which time it will be translated and placed in your medical record.
- The RMO will notify your provider once your translated report is complete.
- Your provider will contact you to discuss the results of your referral and to schedule a follow-up appointment, if needed. **If you have not been contacted by your provider within 3 weeks after your specialty consultation, please contact your provider.**
- Patients under 18 years of age must be accompanied by a parent or guardian.
- Please do not bring children or extra family members to your appointment. Spouses may accompany obstetrical patients.
- Please remember to bring your Spanish ID card to get on and off base, and please wear civilian clothes to your appointment.
- Missed appointments waste valuable professional services and deprive others of care. **Please do not miss your appointment. If two scheduled appointments are missed (no show) or rescheduled, your referral will be cancelled, and you will need to contact your provider to initiate a new referral.**
- **If you need to cancel your appointment,** 24 hour notice is requested for the RMO to contact the local specialty clinic. For sleep studies, 48 hour notice is requested.

