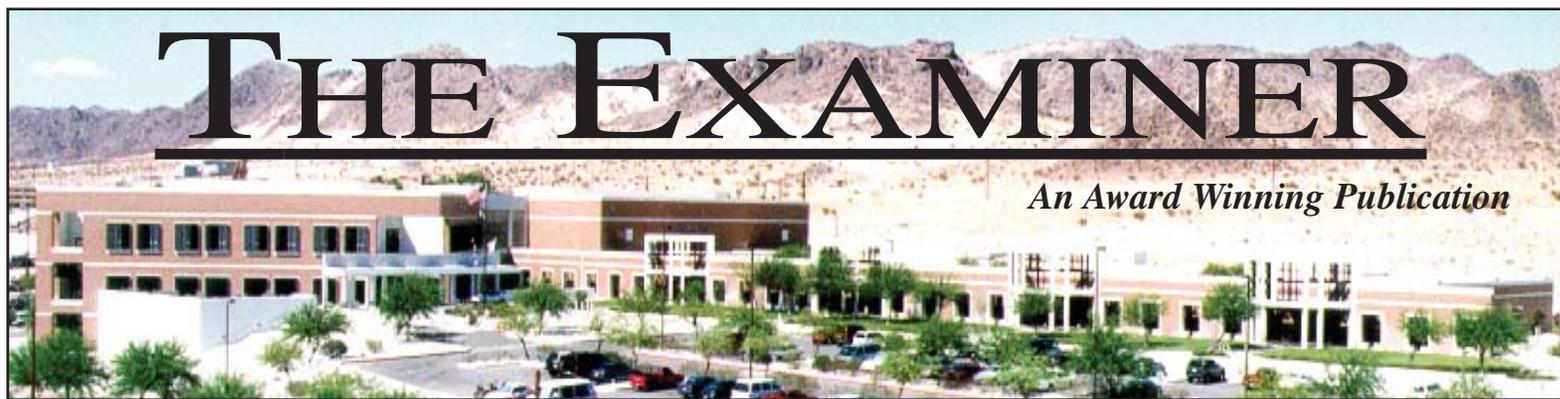




Robert E. Bush
Naval Hospital



THE EXAMINER

An Award Winning Publication

<http://www.med.navy.mil/sites/nhttp/pages/default.aspx>

Did you know?...

You have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

- * Through the ICE website.

- * Through the Naval Hospital Customer Comment Cards.

- * The Hospital's Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the hospital's clinics.

Or Directly to the Joint Commission via:

E-mail at complaint@jointcomission.org

Fax:
Office of Quality Monitoring
630-792-5636

Mail:
Office of Quality Monitoring
The Joint Commission
Oak Renaissance Boulevard
Oakbrook Terrace, IL 60181

Women's Health Gets Special Attention in April, May

As a woman in today's society there are several health issues that can affect daily lives. These issues can be easily prevented or detected earlier by getting a simple routine exam. This exam is a Well Woman's Exam.

The Naval Hospital will be offering these exams on April 14 and 15 and again May 8 from 8 a.m. to 4 p.m. Also, a mobile mammography unit is being made available on these dates for the convenience of patients.

Appointments are strongly encouraged, but walk ins will be seen on a first come, first serve basis. A nurse practitioner in OB/GYN will be available to see patients.

A Well Woman's Exam includes several simple tests to ensure that you are at optimum health. Your age will determine which exam you will need.

When you go for a Well Woman's Exam you should always have your height, weight, blood pressure, heart rate, respiratory rate, and temperature assessed. Your health care provider should discuss these values with you to ensure that they are within normal limits. The other exams that you can expect depending upon your age are a breast exam, mammogram, pelvic exam, and a pap smear.

A breast exam should be performed on women after the age of 20 or earlier if instructed by your provider. You should have this exam every three years or as needed for women ages 20-40. At age forty you should have this exam performed on a yearly basis. This exam is used to find changes in your breast anatomy. You should also observe your breast for changes such as nipple discharge, mass, nipple retraction, dimpling, a persistent rash, or any other changes. You should report any changes to your health care provider right away.

Mammography is a tool used to screen for breast abnormalities that you may not be able to see or feel. Mammograms should be started at age 40 unless you are high risk. Some of the factors that can make you high risk is a family history of breast cancer, personal history of breast cancer, early onset of menses, late menopause, and as you get older your chance increases. You should discuss your risk factors with your physician to see when it is appropriate for you to have this exam. The exam should be performed on a yearly basis preferably after your clinical breast exam.

A pelvic exam is a physical exam to check your reproductive organs and may include a pap smear. A pap smear checks for changes in the cells of your cervix. These exams should be performed starting at age 21 or after three years of intercourse; whichever comes first. Women should have pap smears performed every year until age thirty. At age thirty if you have had three normal pap smears you can start having them done every two to three years. If you are high risk or you have not had three normal exams then you should discuss the frequency with your health care provider.

All women should be aware of their own body and what are normal changes and what changes should be reported to your health care provider. You are the best advocate for your health care. The second most important advocate is your health care team.

To find out more information about these screenings or to schedule an appointment, please contact Becky Hale, RN at 830-2501.



The Elizabeth Center for Cancer Detection will have their state-of-the-art mobile Mammography van available for eligible patients April 14-15 and May 8, at the Robert E. Bush Naval Hospital and it will be available in the parking lot of the Commissary for patient screening on May 30.

It must be Spring...

Because It's Time to Run the Ridge

In the spring of each year, an area such as 'Range 100' springs into life, bringing with it both anticipation and anxiety.

These emotions are felt by the many of the more than 250 people who show up for one of the largest sporting events the Combat Center holds annually... The Ridge Run.

Hosted by the Naval Hospital, the 23rd Annual Ridge Run will take place on April 30, with registration starting at 6 a.m.

The event offers a modest 5K course, which is mostly level, as well as a rugged and challenging 8K course.

The 8K course will take runners over, around, and through the ridges and peaks that serve as a backdrop for the Naval Hospital.

Squads and individuals are welcome to register for either of the courses.

The participation fee ranges from \$5 to \$15, depending on your category and whether or not you want a T-Shirt.

Those interested or needing more information should contact HMC Thomas Tennison at 830-2541 or HM3 Ogomoro at 830-2311.

Sponsored by Naval Hospital MWR, the non-refundable entry fees are used to pay for various Hospital celebrations throughout the year.

Awards will be presented for the following:

Captain's Cup to the top 8K Squad
8K: Top 3 Per Age Group (Female/Male), Overall Male and Female, and Top 3 Squads

5K: Top 2 Per Age Group (Female/Male), Overall Male and Female, and Top Squad

*Note: All members of squad must finish together and be from same Command

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Twentynine Palms, CA 92278-8250

April Is Sexual Assault Awareness Month

Stand Up Against Sexual Assault -- Make A Difference

Martha Hunt, MA
Health Promotions Coordinator
Robert E. Bush Naval Hospital

April is Sexual Assault Awareness Month.

Sexual assault is: intentional sexual contact characterized by the use of force, physical threat, or abuse of authority or when the victim does not or cannot consent. It may include: use of physical force, threat of force, coercion or intimidation. It can happen when the victim is asleep, incapacitated or unconscious. Sexual assault can occur without regard to gender, spousal relationship or age of the victim.

Many Sailors and Marines think that sexual assault could not happen to them. The truth is that it can happen to anyone at anytime. When it does happen, it can be a life changing event. When you are ready to begin the healing process consider talking to counselors who are trained in sexual assault. They can help you.

The first step for any victim who experiences sexual assault should be to report it. All active duty now have the option of making a restricted report. Restricted reporting allows a Sailor or Marine who is a sexual assault victim to confidentially disclose the details of his or her assault to specifically identified individuals and to receive medical treatment and counseling,

without triggering the investigative process.

Victims must acknowledge in writing their preference for restricted reporting. They must also state that they understand the exceptions that can apply to restricted reporting, and how this reporting may limit the ability of the government to prosecute the offender.

Sailors or Marines who are assaulted and desire restricted reporting under this policy should report the assault to the sexual assault response coordinator (SARC), victim advocate, healthcare provider, or chaplain. Those who are deployed can also report to the deployed sexual assault response coordinator.

Healthcare providers will, with the consent of the victim, initiate appropriate care and treatment, and report the sexual assault to the SARC in lieu of reporting the assault to law enforcement or the chain of command. Additionally, at the victim's discretion, the healthcare provider, if appropriately trained and supervised, shall conduct a forensic medical examination, which may include the collection of evidence.

Remember, if sexual assault happens to you, it is not your fault. It happened because the offender chose to assault you. The Department of Defense (DoD) remains committed to eliminating sexual assault from the ranks of the military.

Sexual assault is a crime. It

inflicts incalculable harm on victims and their families; it tears at the very fabric of civilian and military communities; and it destroys trust among individuals and faith in our institutions.

Each military service now maintains a comprehensive victim support network on every major installation and vessel. Coordinating this effort are Sexual Assault Response Coordinators (SARC's). They serve as the single point of contact to coordinate sexual assault victim care and to track the services provided from initial report of a sexual assault through disposition and resolution of the victim's healthcare and support service needs.

The policy also stipulates that Victim Advocates (VA's) provide 24/7 direct response to victims. They are not counselors, therapists, or investigators. Instead, VA's help the victim navigate the system and understand options and resources available. Advocate services normally continue as long as needed. For more information about DoD's Sexual Assault Prevention and Response Program and links to specific Military Service resources, visit www.sapr.mil.

Where Can I Get Help Locally?

- * Family Advocacy Program 830-6345
- * Military Police 830-6800
- * Sheriff's Office 367-9544
- * Base chaplain 830-6464
- * Naval Hospital Chaplain 830-2429
- * Prevention Education Services 830-4950
- * Domestic Violence Hotline 1(800) 339-7233
- * Children's Center for Victims of Trauma 366-2330
- * Morongo Basin Rape Crisis Center 366-1393
- * Violent Crimes Response Program 366-2166
- * 24 Hour Rape Crisis Line 1(800) 954-8044

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The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

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Insect Sting Safety Precautions

Martha Hunt, MA, Health Promotions
Robert E. Bush Naval Hospital

Most bees and insects will not attack when left alone. However, if provoked, a bee will sting in defense of its nest or itself. Thousands of people are stung each year and as many as 40 or 50 people in the United States die each year as a result of allergic reactions to insect bites and stings. Only a small percentage of people develop severe reactions to insect venom.

Bees, wasps, hornets, yellow jackets and fire ants typically cause the most allergic reactions. Mosquitoes, ticks, biting flies and some spiders can also cause reactions, but these are generally milder.

To reducing the risk of being stung by bees:

- * Wear light-colored, smooth-finished clothing.
- * Avoid perfumed soaps, shampoos, and deodorants.
- * Don't wear cologne or perfume and avoid bananas and banana-scented toiletries.
- * Wear clean clothing and bathe daily as sweat angers bees.

Continued on page 7

Ombudsman Corner

April is Child Abuse Prevention Month
Month of the Military Child and Sexual Abuse Awareness Month



The most shocking statistic I've read recently was one that stated that nearly four (4) children die each day in America because of Child Abuse or Neglect.

Child abuse is taboo, and can be particularly difficult to discuss if you find yourself involved.

There are options! If you want to find out how you can help, try calling 1 800 4 A CHILD where you can speak to a counselor, volunteer in your area or donate to the cause, or look at the website www.childhelp.org which provides multiple activities and options.

Another information source is www.childwelfare.gov. This site provides articles on Child Abuse and Neglect, how to prevent it, and how to respond.

Recognizing signs and symptoms and reporting them through the proper chain can save a child or family and get help to those that need it.

Another important aspect to understand is that some jobs are required by law to report abuse, and suspected abuse. Teachers and child care providers, medical providers, social workers and law enforcement are all required by law to report. The term "suspected" abuse is important to understand. Let me give you an example; If your child goes to daycare, and you are brought in and questioned as to why your child has bruises on their leg, don't be offended! Your provider is doing their job. It's nothing personal and they're not "out to get you." Sometimes children explain things in a way that is not understood by everyone and if the provider has any doubt, they must report the incident.

This month is also a time to make yourself aware of Sexual

Assault. This delegation was made to raise public awareness about sexual violence and to educate on prevention. There are many forms of sexual assault and can include rape, assault and harassment. Naval Hospital staff should report incidences of sexual assault and abuse following the command's directive.

Marine Corps Community Service Family Service Center, Prevention and Education, offers classes on anger management, stress management, domestic violence, child abuse, suicide awareness, sexual assault and more. They are located at Bldg 1437 and can be reached at 760-830-4950.

On a lighter note, in 1986, April was designated "Month of the Military Child" to recognize the sacrifices that children of active duty make while their parents are serving their country. This year, there are many activities planned for the Marine Corps Air Ground Combat Center children, just keep an eye out at your day care, at the library and for signs around base for what's coming up! Also, if you want projects to do for your family, check out www.monthofthemilitarychild.com

They offer suggestions for projects and articles for your information.

Lean Six Sigma: Bringing Efficiency Back to the Ordering Process

By Lt.j.g. Macedonio M. Herrera
Material's Management Department Head
Robert E. Bush Naval Hospital

In late 2006, the Secretary of the Navy approved Lean Six Sigma (LSS) as the business model chosen to improve the Department of the Navy processes. The Bureau of Medicine and Surgery (BUMED) applied the LSS methodologies to programs known throughout the Navy Medicine Enterprise that are costly in terms of personnel and/or material.

The LSS toolbox is filled with statistically relevant methods that allow users the ability to check for solutions using both baseline and post implementation data. The streamlined ability to focus on one specific issue leads to the success of trying direct, sometimes minuscule procedural changes that will provide the desired outcome.

The first LSS project, chosen by Navy Medicine West and adopted by the Naval Hospital Twentynine Palms was to review the immunization ordering and dispensing process. The problem statement as outlined in the Project Charter was to study the process of how we order

immunization, what we order, how it was stocked, and who we give it too.

The LSS Immunization Project started in June 2007 and was completed in August 2008. The normal timeframe for a LSS project is 6-9 months and longer if you count the control phase ensuring the appropriate changes were made to the processes. Using LSS tools, the Naval Hospital LSS Team completed a SIPOC, Cause and Effect, process map, and immunization wastage log. The below chart provides the results of the project.

The business case analysis showed that by identifying key vulnerabilities and implementing simple economic order quantity practices, the hospital can improve efficiency by eliminating waste and the duplication of efforts. LSS Team proposed the following:

1. Implementing a waste log looking for trends and order modifications.
2. Requiring the Environmental Health Officer (EHO) approval for all immu-

nization purchases.

3. Properly code immunizations into the data bases the hospital uses to capture workload measurements.

Cost Savings:

Type 1-\$41,983

(Direct)

Type 2-\$180,000

(Indirect)

The project provided important lessons in the demonstration of how powerful the Lean Six Sigma model can be. It provides valuable insight into the root causes that establish solutions specifically designed to solve process driven problems. The project was repeated throughout Navy Medicine West with regards to implementing a waste log and ensuring all immunizations are approved via the Environmental Health Officer.

The Hospital's LSS team is currently tackling the Telephone Appointment Line and is in the initial stages of measuring key baseline data.

Editor's Note: This article is the first in a series of articles outlining the process improvements the Naval Hospital Staff are constantly working on in an effort to bring the best possible health care to you in an efficient and cost effective manner.

| Metric | Baseline Fy07 | FY08 | Comment |
|------------------------|---------------|-----------|--------------------------------------------------------|
| Costliest 2 Vaccines | \$287,879 | \$245,895 | Cost reduction of 14.6% with slight increase in volume |
| AHLTA Entry Cycle Time | 10 Minutes | 4 Minutes | 60% Cycle reduction time |

Life's Lesson...

The best place to be when you're sad is Grandpa's Lap.

Super Stars...



HM1 Noel Chua, receives a Letter of Appreciation from the CO of U.S. Naval Hospital Guam.



HM2 Jonathan Kegley, receives a Navy and Marine Corps Achievement Medal.



HM3 Matthew Porzio, receives a Navy and Marine Corps Achievement Medal.



HM3 Christain Razon, receives a Letter of Commendation.



John Traynor, receives an Individual Safety Award for 2008.



HM2 Marcellaus Clark, receives his third Good Conduct Award.



Lt. Colleen Mahon, receives a Navy and Marine Corps Commendation Medal.



HM3 William Roots, recently took the oath of reenlistment.



Lt. David Hestad, Head, Facilities Department, receives the Departmental Safety Award for 2008 on behalf of his department, from Captain Don C. B. Albia, Commanding Officer, Naval Hospital Twentynine Palms.



CS3 Ryan Davila, receives his second Good Conduct Award.



HM2 Jose Mata, receives an Individual Safety Award for 2008.



Captain Don C. B. Albia, Commanding Officer, receives a Defy 3 Year Service Award on behalf of Naval Hospital Twentynine Palms from Lt. Abigail Velazques, HMC Morocco, and HMC Shannon as Command Master Chief Kevin Hughes looks on.

WBGT Index Available on Hospital Website

By Dan Barber, Public Affairs Officer
Naval Hospital Twentynine Palms

Just in case you haven't noticed, we are now fast approaching the summer season here... it's important to pay attention to your environment to prevent heat stroke.

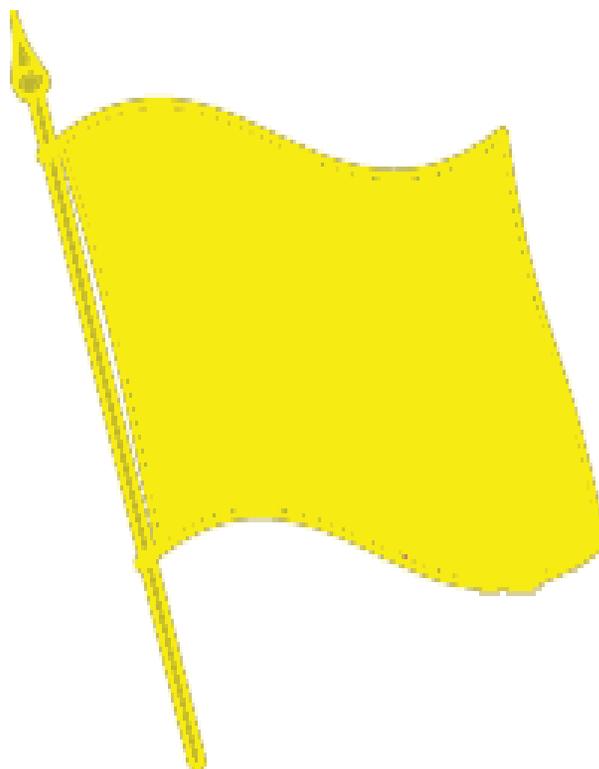
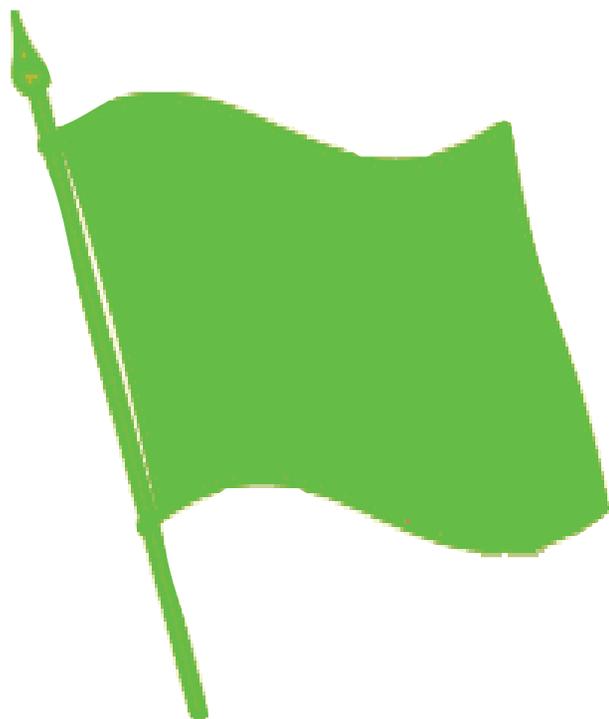
The Heat Condition Flag Warning System, determined by the Wet Bulb Globe Temperature Index (WBGT) reading, on the Combat Center is set up to help you determine your safe daily outdoor activities in the summer months. The Robert E. Bush Naval Hospital also constantly monitors the "Mainside" WBGT in real time making it available soon on the hospital's public web site. The WBGT index consists of a combination of readings from thermometers, providing temperatures for dry, humid and radiant heat. These three temperatures are combined in a standard formula providing a more accurate reading of heat stress intensity, known as the WBGT Index.

Safety concerns with heat and PT are very real, especially in a desert environment. Dehydration is a constant threat when exercising in the heat. Since thirst occurs too late to be a good indicator of excessive water loss from the body, be sure to weigh yourself regularly during hot weather, especially if you're doing a lot of intense physical activity.

There is no specific temperature beyond which you should not exercise. People have become heat casualties even in subfreezing temperatures because they were overdressed. Any circumstances that cause your body's heat production to exceed its capability to cool off will often result in heat stress.

To alert Combat Center members of hazardous heat conditions, the following flags are flown to indicate readings and control physical activity:

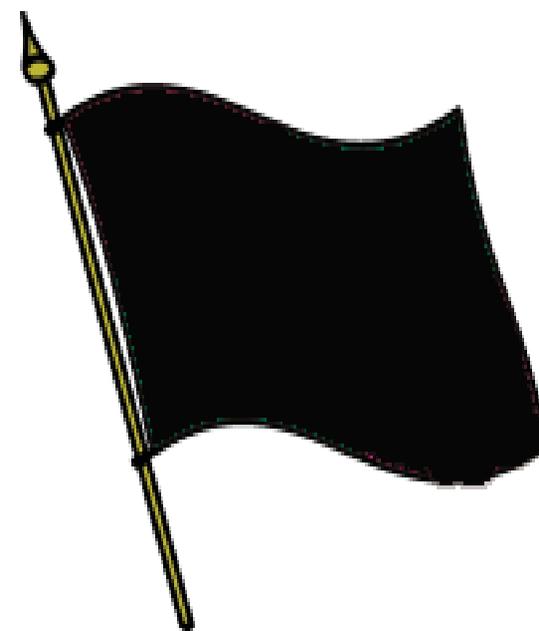
Green Flag -- WBGT Index Temperatures range from 80-84.9 -- Unrestricted physical activity may be carried out.



Yellow Flag -- WBGT Index Temperatures range from 85-87.9 -- Physical activity should be limited to those people who have been exercising in similar heat for a minimum of 10 days or more.



Red Flag -- WBGT Index Temperatures range from 88-89.9 -- Physical activity is advised only for members who have been working out in similar heat conditions for a period of 12 weeks for more.



Black Flag -- WBGT Index Temperatures range 90 and above -- Vigorous outdoor exercise, regardless of conditioning or heat acclimatization, is not advisable.

Combat Center members should be advised to note the flag, which is indicated on the hospital's web site before beginning outdoor workouts on Main side in the summer months. For Camp Wilson and Ranges, check with Marine Wing Support Squadron -- 374 (MWSS-374) Weather Office at 830-7809, as geographic locations on the base cause the WBGT Index to vary.

Although you do not have a choice about the characteristics of work clothing or gear, do not use a vapor barrier (rubber) suit as an aide for weight reduction while exercising. Exercising in a rubberized suit may result in severe dehydration and elevate your core body temperature. Wearing these suits also will not help you with your weight reduction program since the decrease in weight is due to a very temporary loss of fluid, not fat loss. If you are required to wear NBC gear or body armor you should add 10 points to the WBGT Index to determine your training activities.

Life's Lesson...

Amazing.... you just hang something in your closet for a while and it shrinks two sizes!

You're getting old when you get the same sensation from a rocking chair that you once got from a roller coaster.

How Do You Decide When to Seek Medical Care

*By Dan Barber, Public Affairs Officer
Robert E. Bush Naval Hospital*

Anytime you have an immediate life-threatening medical problem you should call 911.

Our medical staff here at the Robert E. Bush Naval Hospital would rather have the patients err on the side of caution with the realization that when they arrive at our Emergency Medicine Department that our professional staff will assess the

medical condition with a process called Triage. If your condition warrants it, immediate medical attention will be given. However, if the medical staff determines that your condition is not life-threatening you may have to wait before treatment is rendered, while patients with unstable illnesses or injury are taken care of first. On occasion

you may have to wait for several hours to be taken care of. This process is necessary in every emergency room where medical care is never given on a first-come first-served basis.

If you wake up one morning feeling ill, you can call our Out Patient Services number at 830-2752 to obtain a same day appointment. A scheduled appointment minimizes waiting time that would typically be experienced with an emergency room visit. In addition, before you leave the clinic, it is better that you book any necessary follow up appointments with the clerk at the front desk of the clinic you are visiting or by calling 830-2752.

If your symptoms are not severe enough to prompt you to seek an appointment, the Naval Hospital offers an Over-the-Counter (OTC) medication dispensing program for your convenience. OTC medications may be obtained for family members between 2-18 years old and only by a parent or guardian. Patients who are not eligible to receive OTC medications are pregnant or breast-feeding mothers, children less than two years old, and those who are currently in flight status or in the Personal Reliability Program.

All patients must have a valid military identification card in their possession at the time of dispensing. Each family member will be eligible to receive a maximum of four different items in a three-month period. These medications will be entered into each person's computer prescription record to screen for allergies, overlapping medications and duplications.

A request from must be completed, which includes a brief question-and-answer assessment of your medical conditions and current medications you are taking. You will receive a handout discussing the proper use, dosages, cautions and side effects associated with the medications you request and receive. If your medical condition does not improve or if it worsens within 48 hours, you should seek advice from a medical professional.

This program is designed to offer medications, listed below, for many common cough and cold, sore throat, fever, headache, stomach upset and minor gynecological conditions:

- * Acetaminophen (Tylenol) 325mg tablets & elixir
- * Ibuprofen (Motrin) 200mg tablets & suspension
- * Diphenhydramine (Benadryl) capsules & elixir

- * Pseudoephedrine (Sudafed) tablets & syrup
- * Triprolidine w/ pseudoephedrine (Actifed) tablets & elixir
- * Guaifenesin (Robitussin) syrup
- * Guaifenesin w/ dextromethorphan (Robitussin DM) syrup
- * Saline nasal spray/drops
- * Cepacol throat lozenges
- * Maalox (regular) 5 ounce bottle
- * Clotrimazole (Gyne-Lotrimin) 1 percent vaginal cream (not for the patient's first yeast infection and only one issue every 6 months)

If you have a question for a medical provider, you can call Out Patient Services at 830-2752 between the hours of 7:30 a.m. to 3:45 p.m., and a telephone consult will be generated to a doctor. Your provider will return your call within 72 hours. After 4 p.m., weekdays and anytime on weekends or holidays, you can call the hospital Quarterdeck at 830-2190, and the duty medical officer will be contacted to return your call. The staff of the Robert E. Bush is dedicated to providing you the best medical care possible regardless of how you access that care.

Patient's Have Major Impact on Quality of Care Offered at Hospital

Have you ever considered that you, as a patient, have a major impact on the type and quality of care you receive at your Naval Hospital?

Every decision made by the leadership of Navy Medicine is made with you the patient in mind. How can the best possible care be delivered to you with assets available... facilities, money and staff.

Just recently the Department of Defense (DoD) contracted with MAXIMUS to provide an independent, impartial evaluation of care provided to our beneficiaries. You may have received a letter in the mail following a recent visit to one of the hospital's clinics. If you took the time to open that letter and follow the directions to participate in the survey, then you have input into future decisions Navy leadership will make in determining the type and quality of care you will receive at your Navy Hospital.

The purpose of this survey is to provide an evaluation of the health care you receive. This information will provide tools for leadership to make informed decisions about the type of care that will be made available to you; it will provide insight for targeting quality improvements; it will allow for external comparisons of other health care services in the region; and it will promote medical care that is consistent with clinical guidelines.

Other ways for you to participate in the care you receive at the Robert E. Bush Naval Hospital is to let one of the hospital's customer service reps know your feelings. Did you feel that your health care was lacking in some way? Were you totally happy with the services you received? Either way, it is important for the hospital to know how they are taking care of you.

Insect Sting Safety...

Continued from page 2

* Cover the body as much as possible with clothing.

* Avoid flowering plants.

* If a single stinging insect is flying around, remain still or lie face down on the ground. The face is the most likely place for a bee or wasp to sting.

* Swinging or swatting at an insect may cause it to sting.

If you are attacked by several stinging insects at the same time, run to get away from them. Bees release a chemical when they sting that alerts other bees to the intruder and more bees often follow.

Go indoors to get away from bees that are threatening you. If outdoors, a shaded area is better than an open area to get away from the insects. If a bee gets inside your vehicle, stop the car slowly and open all the windows.

Symptoms of an insect bite result from the injection of venom or other chemicals into your skin. The venom then triggers an allergic (immune) reaction. The severity of your reaction depends on your sensitivity to the insect venom or chemical.

Most reactions are mild, causing little more than an annoying itching or stinging sensation and mild swelling that disappears within a day or so. A delayed reaction may cause fever, painful joints, hives and swollen glands. You might experience both the immediate and delayed reactions from the same bite or sting.

What to do if a person is stung?

For mild reactions:

* Move the victim to a safe area to avoid more stings.

* Try to remove the stinger by scraping or brushing it off with a firm edge, such as a credit card. Never squeeze the stinger or use tweezers as it will cause more venom to go into the skin and injure the muscle.

* Wash the site with soap and water.

* Swab the site with disinfectant.

Allergic reactions to bee stings can be deadly. People with known allergies to insect stings should always carry an insect sting allergy kit and wear a medical ID bracelet or necklace stating their allergy.

tant.

* To reduce pain and swelling, apply ice or a cold pack.

* Apply 0.5 percent or 1 percent hydrocortisone cream, calamine lotion or a baking soda paste to the bite or sting several times a day until the symptoms subside.

* Take an antihistamine such as diphenhydramine (Benadryl, Tylenol Severe Allergy) or chlorpheniramine maleate (Chlor-Trimeton, Teldrin).

* Have someone stay with the victim to be sure that they do not have an allergic reaction.

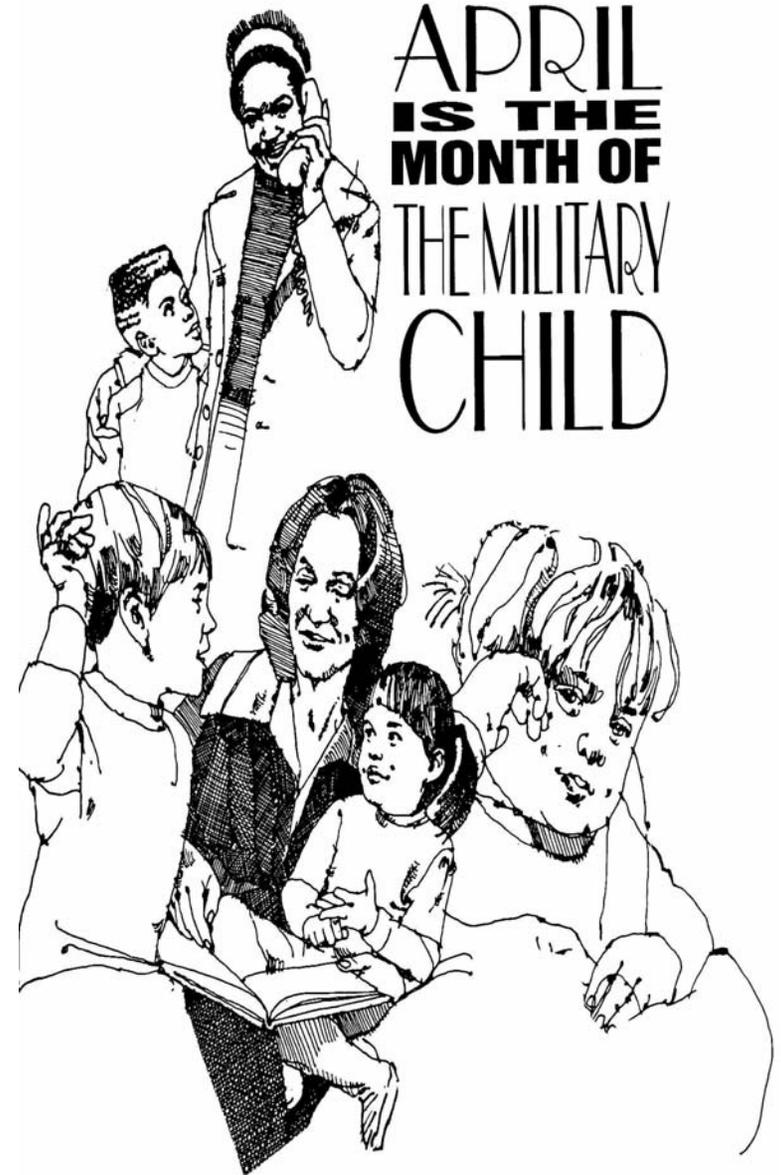
* Do not scratch the sting. This will cause the site to swell and itch more, and increase the chance of infection.

For severe reactions: Severe reactions may progress rapidly. Dial 911 or call for emergency medical assistance if the victim experiences any of the following signs or symptoms:

- * Difficulty breathing or wheezing
- * Swelling of the lips, throat, face or neck
- * Faintness or dizziness
- * Confusion
- * Rapid heartbeat
- * Hives
- * Nausea, cramps or vomiting
- * A drop in blood pressure

While waiting for emergency transportation, have the person lie down. If unconscious and breathing, lay the person on their side to allow drainage from the mouth. If there is no breathing, movement or response to touch, begin cardiopulmonary resuscitation (CPR) immediately! Check to see if the person is carrying an allergy kit containing epinephrine and follow instructions on the kit.

Allergic reactions to bee stings can be deadly. People with known allergies to insect stings should always carry an insect sting allergy kit and wear a medical ID bracelet or necklace stating their allergy.



TRICARE and Other Health Insurance Can Be a Balancing Act

By Ms. Annemarie Felicio
TRICARE Management Activity

Understanding one insurance plan may be a little confusing. Understanding two can be even harder. Many TRICARE beneficiaries are eligible

for Other Health Insurance (OHI) and balancing the plans is key to seeking care and filing claims.

OHI is health care coverage offered to a TRICARE beneficiary. It may be available through an employer, an association, a private insurer, school health care coverage for students or an

entitlement program such as Medicare.

It is essential beneficiaries understand their OHI so they know how the provider network, referral, prescription and claims processes work. To clarify some specifics on how OHI works with TRICARE, check out TRICARE's web page on OHI

at <http://tricare.mil/OHI>.

Although there are a few exceptions, federal law requires TRICARE to be the secondary payer to OHI. Beneficiaries could experience denials or delays in processing if they do not inform the appropriate managed care support, TRICARE for Life or pharmacy contractors, or the claims processor about their OHI.

Beneficiaries must file with their OHI provider before filing with TRICARE. A copy of the beneficiary's OHI payment determination and a copy of the itemized bill, at a minimum, should be included with the TRICARE claim form. If their provider doesn't file TRICARE claims on their behalf, beneficiaries must remember to submit claims to TRICARE after their OHI pays.

TRICARE beneficiaries may choose to purchase a TRICARE supplemental insurance policy offered, for example, by some military associations and private companies. Unlike OHI, which pays for health care services before TRICARE pays, these supplemental programs pay after TRICARE. For details see the "supplemental insurance" section under <http://www.tricare.mil/OHI>.

Knowing OHI policies is critical to making choices in health-care plans and TRICARE officials urge all beneficiaries to become more familiar with OHI and how it can affect their TRICARE benefit.

Beneficiaries with OHI who need more information on how to file claims can visit www.tricare.mil/claims for details and forms.

New Phone System for Hospital Approved

The Naval Hospital is well underway with obtaining a new phone system and would like to keep you abreast on the progress! The command is excited to inform you that funding has been received to purchase a new system.

After the government's procurement process runs its course, the hospital is hoping to see the new phone system installed by late summer.

In the meantime the staff at the hospital remains concerned with your access to care and would like you to utilize these interim alternative avenues if you are unable to reach the appointment line at 830-2752:

1. Call the Quarterdeck at 830-2190.
2. Walk-In Appointment Desk on the 1st Floor near TRICARE.
3. Contact the Customer Relations Officer 830-2475.
4. Tricare on Line: www.tricareonline.com.
5. Contact the Outpatient Business Manager, 830-2942.
6. Another option is to leave a message for the Medical Officer from 4:30 p.m. to 6:30 a.m. by calling the Quarterdeck. You may experience a delayed response since they are also caring for inpatients on the Labor and Delivery Unit, Multi-Service Unit and the Emergency Department.

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For more information about programs of your interest visit www.navycollege.navy.mil
 Contact The Command Career Counselor at 830-2383