



Robert E. Bush
Naval Hospital

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.

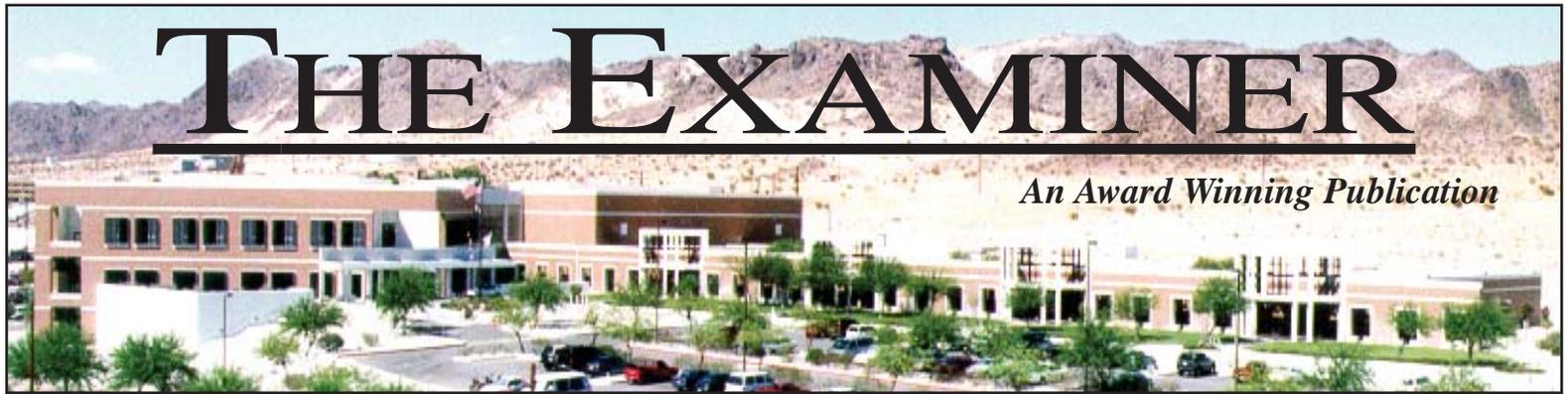
Or Directly to the Joint Commission via:

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

Commanding Officer
Naval Hospital Public Affairs Office
Box 788250 MAGTFTC
Twentynine Palms, CA 92278-8250



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

SCPOA Encourages Membership for Leadership Development...



Second Class Petty Officer Association got together to discuss the new leadership and future goals of the association. Association President HM2 (SW) Bernardstine Bethea, and VP HM2 Julian Guillen want to encourage fellow PO2s to get involved and participate in great fellowship. During the meeting, Naval Hospital Twentynine Palms Command Master Chief Hughes brought in Command Master Chief of Navy Medicine West (CMC Debora) to re-instill values of the Hospital Corps. PHOTO BY HM2 JENNA TADLOCK

TRICARE Provides Answers to Behavioral Health Questions

By Gabrielle Kirk
TRICARE Management Activity

Constant anxieties and depression can take a toll on a service member health and negatively impact their daily life. It can be difficult for a service member with these two emotions to tell if they are going through a rough patch or if it is something more.

Some service members home from deployment can experience these two emotions, along with symptoms of traumatic stress, including distressing recollection of events, nightmares, numbness and avoidance, sleep

problems and irritability or anger. Excessive use of alcohol or other substances may also be a sign of service members suffering these behavioral problems.

While many are reluctant to seek behavioral health care because they're afraid a 'stigma' surrounds behavioral health problems, TRICARE strongly encourages service members and their families not to wait until the problem worsens. TRICARE coverage includes help with anxiety, depression, traumatic stress or other behavioral health problems service members and their families may be facing. Visit www.tricare.mil/mentalhealth

for TRICARE mental health benefits information, links, programs and contact information.

One program available to ben-

Continued on page 7

Clinic Closure During Holidays

It is time once again for everyone to start making holiday plans... It's the same for the hospital.

Outpatient Clinics at the Robert E. Bush Naval Hospital including the Adult Medical Care Clinic will be closed Dec. 23 -- 24 for Christmas. All clinics will also be closed Dec. 30 -- 31, for the New Year's holiday.

The hospital's Multi-Service Ward and Desert Beginnings LDRP will remain open. Also, the hospital's Emergency Medicine Department will remain open for emergent care services.

Pharmacy and Radiology will provide services to inpatient and Emergency Medical Department patients.

The staff of the Robert E. Bush Naval Hospital wishes everyone a safe and healthy holiday!

Here's to your health...

What is wellness? Maybe it's a Little More Complicated Than You Thought

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

Ok, so you can bench press 325 pounds, think you are healthy? Maybe. Maybe not. Health and wellness is more complicated than how low your cholesterol level is or how many miles you run every day. If any one part of your life is out of balance, then your overall health and wellbeing will suffer.

The World Health Organization (WHO) definition of health states: "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity." Wellness is a state of optimal well-being. It's not simply the absence of illness, but an improved quality of life resulting from balanced physical, social, mental, emotional, spiritual and environmental health.

The components of total wellness include: Spiritual, Physical, Mental, Emotional, Environmental and Social wellness. Spiritual wellness involves personal beliefs, morals or religion. It is how we find purpose in life and meaning in what we do and believe. Spiritual health is found in the philosophies that we live by. If we don't have something that guides us and gives us a moral foundation, then we will not be able to set goals and purpose in our life.

Physical wellness is how we best take care of our bodies

given the physical restraints we may experience due to age or physical condition. Just because someone age 50 is physically unable to accomplish what they did at age 20, it does not make them physically unfit. It simply means that their bodies have changed due to age. We need to simply do the best we can with the gifts we have. To that end, get an annual physical exam (including dental and eye exams) and be consistent with self-exams like breast self examinations of you are a woman and testicular cancer examinations for men.

Make sure you keep your immunizations up to date as well. Regular exercise and a balanced diet helps keep your body tuned up to meet the challenges of every day life. Be sure to find an activity that you enjoy, however, or you will resent having to exercise. When you engage in activity that you like, such as walking, then you are more likely to actually do it. Avoiding tobacco and alcohol further reduces your risk of cancer, heart and lung disease as well as other chronic diseases such as diabetes.

Mental wellness involves finding things that stimulate us intellectually and challenge us. If our jobs are boring or we simply sit home at night and play Nintendo or watch TV, then we stop growing intellectually and become bored. In fact, video game playing has been linked to attention deficit disorder in kids

who play these games for more than one hour per day.

Emotional wellness is defined by how well we deal with stress. When we let stress run wild in our lives, our blood pressure and blood sugar rises and we are jittery all the time. Think of stress as running the engine of your car in high gear all the time without moving out of your driveway. What would this do to your car? Stress does the same thing to our bodies. Stress left out of control wears away at our bodies and leaves us open to illness.

Environmental wellness refers to our overall environment, not just to our work or home environment. Are you exposed to too much noise or pollution in your neighborhood or at work?

Are you exposed to second hand smoke, a known cancer causing agent? Is your work space and home comfortable and designed for safety? This includes wearing seatbelts and making sure that safety controls are in place to prevent injury.

Social wellness is defined by the people around us. It is not defined by how many friends or family members we have, but by the quality of those relationships. If we surround ourselves with friends or family who wish us harm or who are angry or are users, then these are not healthy relationships. We need to be sure that those people around us really care about us and are supportive of us, especially when we need help.

Social health also involves

going out and meeting new people and staying active in our community. When you wall yourself off from your community and family, you become lonely and isolated and that is very unhealthy. People who are socially isolated from family and community have been shown to die much younger and have much poorer quality of life.

Overall wellness is a life-long process that helps you to maximize your potential. If any one component of wellness is ignored, your life becomes unbalanced and unhealthy. So? You run 5 miles every day, based on the above components of health, are you really as healthy as you think you are?

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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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Patients seen in October -- 10,049

Appointment No Shows in October -- 1,032

One in ten patients do not show up for their appointments at this hospital. If an appointment is no longer needed, please call so another patient can be seen.

To make an appointment call -- 760-830-2752
To cancel an appointment call -- 760-830-2369

Children of Deployed More Likely to Seek Mental Health Care

By Elaine Wilson
American Forces Press Service

WASHINGTON, Nov. 16, 2010 - Young children from military families are more likely to seek mental and behavioral health care when a parent is deployed than when a parent is at home, a military study has concluded.

Findings also show that children of married couples -- with the father as the service member -- are more likely to seek care than children with a married military mother or with a single service member parent, said lead researcher Navy Cmdr.

(Dr.) Gregory H. Gorman, a staff pediatrician with the Uniformed Services University of the Health Sciences.

The study, which included more than a half million children from active-duty families, will be published in the December issue of the journal 'Pediatrics' and was posted on the journal's website Nov. 8.

From fiscal 2006 to 2007, a team of researchers examined the records of more than 642,000 military beneficiaries ages 3 to 8. They looked at all outpatient visits - whether to military or civilian facilities -- billed to TRICARE, the mili-

tary's health care system. They then matched those records up with parents' deployment records.

Compared to a baseline of care established prior to deployment, researchers found that military children are 11 percent more likely to seek care for behavioral and mental health issues during deployments than when the parent is at home, Gorman said.

Gorman said he broke issues down into three categories: anxiety disorders; pediatric behavioral disorders, such as attention deficit disorder; and stress disorders, which include post-trau-

matic stress disorder and other types of stress reactions. The study indicated an overall rate increase of 15 to 19 percent within these categories, with rates of anxiety and stress disorders showing the highest increases.

The findings substantiate what the military community has anecdotally known for a long time: deployments affect children. However, Gorman said, "It's the first time ... we've quantified how it really affects children and how it affects the military community as a whole."

The findings are particularly significant when set against the backdrop of an overall decrease in medical visits for issues such as colds or routine care, Gorman said. The study indicated a 10 to 11 percent drop in visits for physical ailments while a parent was deployed, he explained.

The drop in medical treatment makes sense, Gorman said, since the spouse is acting as a single parent.

"They're juggling a lot more responsibility, so perhaps the threshold for bringing a child in for a doctor's visit may change," he said. They may defer on routine visits, for example, until the parent returns from deployment, he said.

Researchers also found distinctions based on a child's age and a parent's gender, and they noted a gradual increase in care-seeking rates as children increased in age.

Gorman attributes this to older children's wider array of emotional and behavioral responses. However, children's gender did-

n't seem to play a significant role, he said, with girls and boys experiencing the same impacts.

However, gender did play a role among parents. Researchers found that when the caregiver back home was the mother, the mental health visit rates increased. However, if the caregiver was the father, less of an increase was seen, Gorman said. He also noted an increase in care for children of married service members, as opposed to those of single service members.

Gorman chalked up these distinctions to recognition. Mothers typically are the primary caregivers, and may be more in tune with a child's behavioral and mental health needs than the father, he explained. And, during a deployment, a child of a single service member may go to live with an extended family member or close family friend, who may not be as aware of the child's behavioral norms, so is less likely to recognize variations, he added.

"We probably underestimated [the increase] in those populations," Gorman said.

Gorman said he hopes the study will go a long way in helping to identify issues among military children and how to better address them, particularly among civilian providers.

The study examined 6.5 million outpatient visits, of which two-thirds were with civilian doctors, he said. Many civilian providers may not be aware of the unique stressors military children face or the resources available to help them, he added.

Continued on page 6

Tis The Season For Cold and Flu Prevention

By Martha Hunt, MA CAMF
Health Promotions Coordinator
Naval Hospital Twentynine Palms

Get ready to fight off infection. Colds and flu are the leading cause of visits to the doctor, leading cause of school absenteeism and the leading cause of missed work.

Here are some common Cold versus Flu Questions and Answers:

What is the difference between a cold and the flu?

The flu and the common cold are both respiratory illnesses but they are caused by different viruses. Because these two types of illnesses have similar flu-like symptoms, it can be difficult to tell the difference between them based on symptoms alone. In general, the flu is worse than the common cold, and symptoms such as fever, body aches, extreme tiredness, and dry cough are more common and intense. Colds are usually milder than the flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations.

How can you tell the difference between a cold and the flu?

Because colds and flu share many symptoms, it can be difficult (or even impossible) to tell the difference between them based on symptoms alone.

Special tests that usually must be done within the first few days of illness can be carried out, when needed to tell if a person has the flu.

What are the symptoms of the flu versus the symptoms of a cold?

In general, the flu is worse than the common cold, and symptoms such as fever, body aches, extreme tiredness, and dry cough are more common and intense. Colds are usually milder than the flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia,

bacterial infections, or hospitalizations.

Wash your hands. Use soap and warm water. Wash all of your hand surfaces, including your wrists, and wash for at least 10 seconds. Use the towel to turn off the water faucets so you don't re-contaminate yourself with cold and flu viruses.

Cover your nose and mouth when you sneeze and cough. Didn't your Mom teach you this as a kid? Well, she was right. Covering your mouth and nose when you sneeze or cough prevents you from giving your flu or cold to someone else.

Clean and disinfect high traffic areas in your home. The kitchen, bathroom, and kids areas are high contamination areas in your home. By keeping them clean and disinfected, you kill most of the viruses causing the flu.

An easy to make disinfecting solution is 1/4 cup of bleach in one gallon of warm water. However, if using a bleach solution on children's toys, use only one tablespoon of bleach in one gallon of water. Remember... never mix bleach and ammonia as a cleaning solution as this creates poisonous vapors.

There is no cure for a cold or the flu but many over the counter medications may help relieve symptoms. Ask the pharmacy for more information.

Suggestions for treating a cold or the flu:

- * Get plenty of bed rest
- * Drink lots of fluids
- * Take a safe pain reliever for headache and fever. Always ask a health care provider before giving any pain medication to children under the age of 20 years.
- * Use over the counter medications for congestion, cough or nasal discharge
- * For flu, a flu vaccination can help prevent flu or lessen the severity if you do get it.
- * Taking large doses of Vitamin C has never been proven to help prevent colds or the flu. In fact, taking too much of any vitamin or supplement can be harmful. Ask the pharmacy about safety of any vitamin or supplement before taking it.

The best way to prevent getting a cold or the flu is by basic good hygiene. Your mom told you to cover your mouth and wash your hands for a reason; so you would be healthier and happier.

Super Stars...



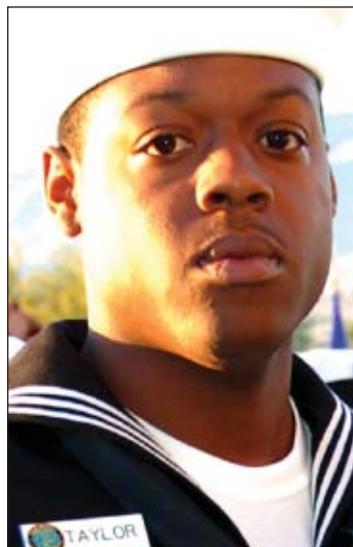
HM1 Teri Charles, Leading Petty Officer, Primary Care Clinic, receives a Gold Star in lieu of second Navy and Marine Corps Achievement Medal.



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



HM3 William Roots, Main OR, receives a Navy and Marine Corps Achievement Medal.



YNSN Courtney Taylor, Manpower, receives a Navy and Marine Corps Achievement Medal.



HM3 Brian Lundy, Staff Education and Training, receives a Navy and Marine Corps Achievement Medal.



HM2 Melissa Torres, Anesthesia/PACU, receives a Gold Star in lieu of her second Navy and Marine Corps Achievement Medal.



CS2 Clinton Drewery, Combined Food Operations, receives a Gold Star in lieu of a second Navy and Marine Corps Achievement Medal.



HM3 Michael Hagglund, Optometry, receives his second Good Conduct Medal.



HM3 Corey Messner, General Surgery/Orthopedics, receives his first Good Conduct Medal.



HM2 Peter Brandi, POMI office, is piped ashore at his recent retirement ceremony. Brandi served 20 years of honorable service in the United States Navy.



HM3 Michael Hagglund, Optometry, takes the oath at his recent reenlistment ceremony.

TriWest Offers New Service to Combat Major Depression

--Expanding Condition Management Programs to include Depression--

TriWest Healthcare Alliance has a new Disease Management program for Major Depression now being offered to eligible West Region TRICARE beneficiaries.

Beneficiaries suffering from Major Depression, also known as clinical depression, can receive extra help through TriWest Healthcare Alliance, which manages the TRICARE military healthcare entitlement on behalf of the Department of Defense (DoD) for 21 western states.

Major Depression is the most common depressive disorder. More than 20 million Americans have been diagnosed with depression according to the National Institutes of Health...about the equivalent of New York State's population. Clinical depression is a disabling disease characterized by persistent and enduring sadness, unhappiness and negativity that interfere with one's daily life. Generally, a person who is depressed also exhibits at least three other symptoms, such as sleep disturbance, significant drop in energy levels, weight gain or loss and frequent irritability.

TriWest's Disease Management department also offers support to beneficiaries with diabetes, asthma, lung diseases (COPD) and heart failure. The depression program, launched by TriWest in November, is a no-cost entitle-

ment for those who are eligible. Eligibility is determined by TRICARE and is based on claims history. Once a beneficiary is identified as eligible to participate in the program, the DoD refers the beneficiary to TriWest. A Disease Management health coach then contacts the beneficiary and invites him or her to participate in the program.

The Major Depression Disease Management Program has a number of services to help beneficiaries including a health coach who works with the beneficiary and the primary care manager to tailor an action plan. The health coach will then work with the beneficiary until the plan's goals are met. As needed, the beneficiary can also access smoking cessation, exercise, medication and nutrition help from his or her TriWest health coach.

TriWest also works alongside the Military Health System to offer additional behavioral health resources to support those in need, including the TRI-CARE Assistance Program (TRIAP). Here eligible beneficiaries, including services members and their families, can access private, confidential counseling sessions 24/7 with a licensed therapist via Internet (Skype), chat or over the telephone. These sessions are non-clinical and intended for general life issues, such as stress management or relationship problems. For more information,

visit www.triwest.com/onlinecare.

Beneficiaries can find additional resources at www.triwest.com/depression and www.tricare.mil.

About TriWest
TriWest Healthcare Alliance partners with the Department of Defense to do "Whatever It Takes" to support the healthcare needs of 2.7 million members of

America's military family. A Phoenix-based corporation, TriWest provides access to cost-effective, high-quality health care in the 21-state TRICARE West Region.

NAVY PATIENT SATISFACTION SURVEY QUESTIONNAIRE

NAVY HOSPITAL
MCADCC TWENTYNINE PALMS, CALIFORNIA
WE CARE

Your Opinion Counts With Us, and For you

NAVY PATIENT SATISFACTION SURVEY QUESTIONNAIRE

PRIVACY AND CONFIDENTIALITY STATEMENT: The purpose of this questionnaire is for conducting healthcare satisfaction survey and analysis throughout Navy Medicine. The Bureau of Medicine and Surgery will hold all responses in strict confidence. Information you provide will be statistically summarized with responses of others, and will not be attributable to any single individual. Participation is entirely voluntary and the information you provide will not become part of your permanent medical record.

AUTHORITY FOR COLLECTION: Title 38 U.S.C. 5011 and 5012, 5 U.S.C. 301, and Executive Order 9197
LICENSE TO ADMINISTER: Granted per OPNAVINST 3300.8B under OPRCAF Report Control Symbol 4300.1

Which of the following best describes your familiarity with the provider you saw for this visit?

- The provider was not your Primary Care Manager (PCM) and you have met or heard of his/her
- The provider was not your PCM, but you had a referral to see this provider.
- The provider was not your PCM, but was a member of your PCT and you have met or heard of his/her before this visit.
- The provider was your PCM with whom you have met for most of your routine care.

Was your personal information verified at check-in (i.e. name, address, date of birth, phone, rank, etc.)?

- Yes
- No

Level of Satisfaction	1 Completely Dissatisfied	2 Somewhat Dissatisfied	3 Neither Satisfied nor Dissatisfied	4 Somewhat Satisfied	5 Completely Satisfied	N/A
How well the provider listened to your questions and concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The provider's explanation of what was being done and why.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The provider's explanation of all study results (blood tests, x-rays, etc.) for your condition.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The provider's explanation of your treatment and follow up plan to help you manage your medical condition.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If new medicines were needed, your satisfaction with how the provider discussed medicines you were already taking before prescribing new medicines.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The provider's management of your pain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall how satisfied are you with the health care received?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you received Case Management services, your satisfaction with the services received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The phone service you received when scheduling the appointment for this visit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The relative ease of scheduling this appointment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The consideration of your schedule when this appointment was made.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**When you receive your survey in the mail
Please take the time to respond... Your input
helps us provide better care to you.**

Life's Lesson...

There is always a lot to be thankful for, if you take the time to look. For example, I'm sitting here thinking how nice it is that wrinkles don't hurt....

The best way to keep kids at home is to make a pleasant atmosphere... and let the air out of their tires.

On the other hand, the best way to keep kids from moving back home after they leave is to make them take their bed with them when they move out.

Transition Support is Readily Available to Military Families

By **Brian P. Smith**
TriWest Healthcare Alliance

Families facing deployments and those looking forward to homecomings face challenges. These challenges are different, but they both revolve around change. Change is not always easy, but there are tools and resources that can help military families cope with making transitions.

You and your family have access to a variety of medical and non-medical counseling and behavioral health options through TRICARE and Department of Defense programs. When you are struggling with stress and family and change, wouldn't it be great to find help that fits your schedule? What if you could schedule that help around an injury, an illness, your job or other obliga-

tions?

At home or online, there are tools and programs to help you. TRICARE Assistance Program Anytime of the day or night, when it's convenient for you, contact TriWest Online Care over the phone (1-888-TRI-WEST), or online chat (triwest.com/OnlineCare) for behavioral health information and crisis intervention.

You can also ask about the TRICARE Assistance Program (online videoconferencing) for one-on-one non-medical counseling. It is:

- * Non-reportable (except as required by law)
- * Private
- * Free

The phone and chat options are available to all TRICARE beneficiaries. The online video option is available in the U.S. for:

- * Active duty service members and spouses

* TRICARE Reserve Select enrollees

* Those eligible for the Transitional Assistance Management Program

* Eligible family members

over the age of 18.

You won't need a referral or prior authorization to talk to someone and you can use the service as many times as needed. Connect online from any-

where with an Internet connection and, for video, a webcam. If medical support or a higher level of care is needed, they can help you find the proper services.

Self Assessments

There may be times when you ask yourself, "are these feelings normal?" or "does anyone else feel this way?" Self-assessments are one way to help you identify potential concerns and start working on solutions. You can find anonymous assessments and other self-help resources for military members at:

- * TriWest's Behavioral Health Portal (www.triwest.com/BH)
- * www.afterdeployment.org
- * www.mentalhealth.va.gov
- * www.militarymentalhealth.org

Stress and change are parts of military life. When it feels like you're alone in your situation, there are resources as close as your phone or computer.

Children of Deployed...—

Continued from page 3

"Hopefully, this will help to inform civilian pediatric providers," he said. "They also need to be aware of the resources that they can call on for these families."

Gorman also said he sees a positive application among military providers. While the military has made great progress in addressing military children's issues with deployment-cycle training and resources such as Military OneSource, the study can help in targeting training efforts for providers, specifically in the areas of recognition and prevention efforts for children, he said.

He'd also like to see targeted interventions in the future, such as for children of female service members, he said, as well as studies specifically aimed at children of the Guard and Reserve and teenagers. He also called for a closer look at individual diagnoses, such as attention deficit disorder.

Overall, studies like this one add to the discussion of how the nation wages war, Gorman said.

"It's very important to take care of military beneficiaries," he said. "It adds as much to preserving the fighting force as providing bullets and beans to the front lines."

It's also the right thing to do, he said.

"These are people we are sworn to take care of," he said, "and we need to find exactly what they need."

Turbocharge Your TRICARE Referral

By **Tyler Patterson**
TriWest Healthcare Alliance

Your primary care manager has referred you to a specialist. Once your authorization is approved and arrives in the mail (in about a week), you'll be able to make your appointment.

But what if your authorization could arrive in hours instead of days?

One option is registering for a secure TriWest.com account, where you can review or print your referrals and authorizations electronically in 12 to 36 hours.

You can also make those appointments that much quicker, and be on the road to getting the care you need.

Just log in to your registered account and click 'Go Green,' and choose from electronic authorization and referral letters, Explanation of Benefits statements or fee statements. You can even start receiving your selected letters in your e-mail inbox instead of your mailbox.

And there are more benefits to receiving your authorization and referral letters online:

- * Want to change your specialty provider? You can...online, right from your account.

* Going to a new provider? Your authorization letter links directly to contact, map and practice information.

* Don't worry about misplacing or losing your authorization letter. Print a copy from any computer with an Internet connection, whenever you need it.

West region TRICARE beneficiaries can learn more about going paperless and managing their referrals and authorizations online at www.triwest.com/gogreen. New users can click 'Register' to set up an account, while existing users can click 'Login' to get started right away.

TRICARE Referrals and Specialty Care

By **Tyler Patterson**
TriWest Healthcare Alliance

Has your primary care manager (PCM) decided that you need to see a specialist? Getting the care you need is just four simple steps away:

Get a referral

If you are a TRICARE Prime beneficiary who needs specialty medical care, you'll need to get your PCM to submit a referral request. If you use TRICARE for Life, TRICARE Standard/Extra, TRICARE Reserve Select or TRICARE Retired Reserve, you don't need a referral to see a specialist, although you may need a prior authorization for some services. Contact TriWest at 1-888-TRI-WEST (874-9378) to find out.

Wait for your authorization letter to arrive

Good news: you can shave a few days from the

process in this step. Register for paperless authorization letters at www.triwest.com/Paperless and you will receive your authorization letter electronically within 24 hours of TriWest authorizing your referral. If you aren't registered, you'll receive your letter in the mail about a week after your referral is authorized.

Set your appointment

You can either schedule an appointment with the specialist you were referred to, or you can use the Provider Directory at www.triwest.com/ProviderDirectory to find another TRICARE network provider. Remember to call TriWest and let us know who your new provider will be if you use the Provider Directory to find a different specialist.

Notify TriWest at 1-866-876-2383

To help manage your care, it's important that your PCM receives the consultation or treatment records from your specialist quickly. We can help if you let

Continued on page 7

TRICARE Provides Answers...

Continued from page 1

Beneficiaries is the TRICARE Assistance Program (TRIAP). TRIAP brings short-term professional counseling assistance directly into the home.

Beneficiaries with a computer and Web cam can speak 'face-to-face' with a licensed counselor over the Internet at any time of the day or night. Eligible beneficiaries can access TRIAP an unlimited number of times, and these non-medical services are confidential and do not become part of military health records.

Service members and their families dealing with substance abuse or traumatic stress symptoms have access to an anonymous online self-assessment at www.militarymentalhealth.org. The self-assessment leads the participant through a brief series of questions about how he or she has been feeling. Participants who are experiencing these symptoms will receive information on possible treatment options and where they can get help. The online screening is not a substitute for an evaluation by a health care

provider. The self-assessment can be a valuable tool to help decide if he or she could benefit from care from a behavioral health care provider.

Learn more about the behavioral health care options available through the Department of Defense, TRICARE, the services and communities around the country at www.tricare.mil/mentalhealth. While there is a very fine line when comparing anxieties to excitement and sadness to depression, your TRICARE benefit is always here for you, providing guidance and support.

TRICARE Referrals...

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us know when your appointment is scheduled. Have your appointment date, tracking number and Sponsor's Social Security Number ready. Don't forget to let us know if your appointment date changes.

That's all there is to it. The only thing you'll need to do after letting TriWest know your appointment date is to go to your appointment.

Want to make things even more convenient? While you're signing up for electronic authorization letters at www.triwest.com/Paperless, don't forget to check out our other online features like paperless claims, paperless explanation of benefits statements, online enrollment fee payments and more.

Happy Holidays!



Super Stars...

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HM2 Derrill George, Patient Administration Department, takes the oath at his reenlistment ceremony

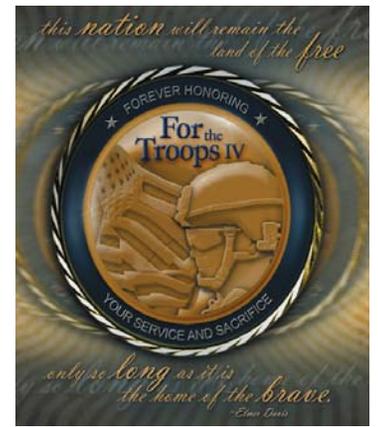
Musicians Band Together to Release Free CD to Troops

WASHINGTON, D.C (Nov. 22, 2010) -- As a thank you to military members for their service and sacrifice, Grammy Award-nominated musician John Ondrasik and 13 other artists are contributing their talents to CD 'For the Troops IV.'

Nov. 22 the CD has been available for free download to active duty Service members, veterans and their families worldwide with a valid military ID at www.shopmyexchange.com. Another 200,000 hard copies of the CD are being sent to military bases, USO Centers, and other locations across the nation and overseas, courtesy of TriWest Healthcare Alliance and Operation Homefront.

"I'm excited to launch CD 'For the Troops IV' with a new roster of fantastic artists and great songs," said Ondrasik, who performs under the pseudonym Five For Fighting and spear-headed the CD's development. "This year's CD has a bit more pop and a few surprises, but at its core is a thank you to those whose sacrifices secure our freedom and that of our children." The complete track listing of "For the Troops IV" is:

- * Matchbox 20 -- "If You're Gone"
- * Wynonna -- "What the World Needs"
- * Mat Kearny -- "Nothing Left to Lose"
- * Brandi Carlile -- "Before It



Breaks"

- * Five For Fighting -- "Note to an Unknown Soldier"
 - * Our Lady Peace -- "Paper Moon"
 - * 12 Stones -- "We Are One"
 - * Ingrid Michaelson -- "Mountain and the Sea"
 - * Barenaked Ladies -- "Four Seconds"
 - * Gavin DeGraw -- "Free"
 - * Rocket Club -- "One Beautiful Thing"
 - * Finger 11 -- "Gather and Give"
 - * Ryan Star -- "Last Train Home"
 - * John David Kahn -- "American Heart"
- "Like John Ondrasik, we strongly believe that music can be an effective and healthy mental break during times of stress or family separation," said TriWest President and CEO David J. McIntyre, Jr. "We are exceptionally grateful for individuals like John and the other contributing artists who are driven to thank our Service members in memorable ways and who encourage others to do the same."