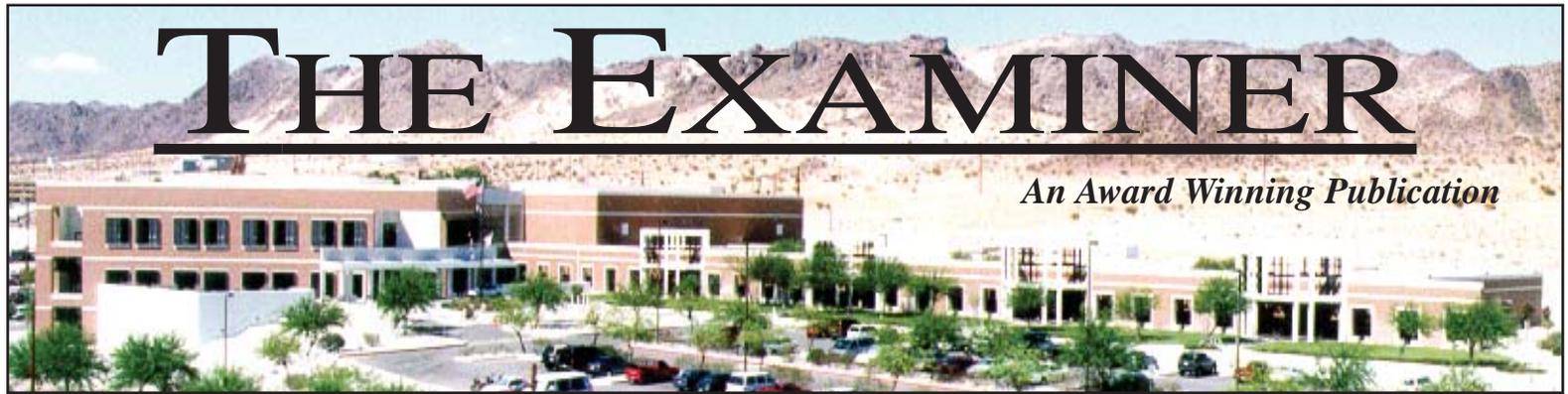




Robert E. Bush
Naval Hospital



THE EXAMINER

An Award Winning Publication

<http://www.med.navy.mil/sites/nhtp/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.
- * 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@jointcommission.org Fax: 630-792-5636

The Joint Commission
Oak Renaissance Boulevard
Oakbrook Terrace, IL 60181

To report Fraud, Waste and Abuse contact one of the below offices by calling:

Naval Hospital: 760-830-2764
Combat Center: 760-830-7749
NavMedWest: 1-877-479-3832
Medical IG: 1-800-637-6175
DoD IG: 1-800-424-9098

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

In the Spotlight...

Robert E. Bush Naval Hospital Pharmacy

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

The leadership and staff of the Robert E. Bush Naval Hospital spend an enormous amount of time and effort to safely bring the best possible care to the patients of the command.

Much of this effort is not readily apparent to patients, however, one high-profile and very visible department in the hospital where patients should take notice is the Pharmacy.

On first glance, many days of the week the waiting area of the Pharmacy can overflow with people waiting to obtain their medications. To patients this must seem disheartening... it

also appears the same to staff members of the hospital.

For the past several months steps have been taken to reduce waiting times for Pharmacy service... the processes that Pharmacy staff take in filling a prescription have been studied, counted and measured to see what can be done to speed up the process to deliver quicker service to patients at the Pharmacy windows.

This effort has decreased the wait times significantly, but it is still not good enough to satisfy the staff or more importantly the patients.

Perhaps you have noticed the construction that has begun to install two new windows in the Pharmacy. One window will be open for refills which are called in by patients to the automated

refill line at 760-830-2406.

Patients using this service will be able to pick up their medications quicker. The second window will increase access for other patients.

Visitors to the Pharmacy know that active duty members in uniform always have priority, so to increase access for active duty patients, and reduce wait times for everyone the command is enhancing the pharmacy formulary at the Adult Medical Care Clinic (AMCC) which serves only active duty.

Also, the AMCC Pharmacy will have full-time staffing.

These steps will increase the availability of medications to active duty members at the AMCC, which should reduce the waiting time for the active duty member and reduce the number of people waiting for service at the hospital's main Pharmacy.

In addition, automated dispensing machines are being installed at the Battalion Aid

Stations so unit medical personnel can issue needed medications to their assigned Marines and Sailors on the spot, which will increase convenience to the Marines and Sailors of the units and decrease the need for them having to make a trip to the hospital to pick up medications.

Also, in supporting the 'Green side,' the hospital is providing bulk medications to medical personnel at Mojave Viper to support units from other bases.

All of these Pharmacy improvements will increase access for everyone and enhance medical readiness for all uniformed people assigned to, or training at the Marine Corps Air Ground Combat Center.

Increasing patient satisfaction can be costly, so to help reduce costs to the Naval Hospital and to the patient's out-of-pocket expense, the hospital's Pharmacy is increasing efforts to transfer prescriptions from outside Pharmacies to in-house.

Continued on page 5

Do You Have Your Yellow Card?

Have you ever wondered why the front desk people in the hospital ask if you have an updated 'yellow card' when you check in for an appointment, or stop by the Pharmacy to pick up your prescription?

It is because every Military Treatment Facility (MTF) is required to collect from third party payers (other insurance companies) the cost of medical care provided to eligible beneficiaries.

This is known as the Third Party Collection Program.

This does not mean that if you don't have additional medical insurance that it will cost you to receive care at the Robert E. Bush Naval Hospital... this program only bills insurance companies that patients may have in addition to their military benefits.

Any funds collected from third party payers is returned to the hospital to be used to purchase medical equipment or furniture to help provide patients with better care... this money is above and beyond the normal funds the hospital receives each year for operations.

This program is legislatively mandated that the Department of Defense bill third party payers. The payer forms require your signature verifying that your information is correct.

The program may be mandatory, but it is a program that can have numerous benefits to you, the customer and all other patients of this hospital.

Patients seen in January -- 12,779

Appointment No Shows in January -- 798

Wow, in January we dropped down to 5.9 percent of patient appointment no shows. We can continue this downward trend by keeping the appointments we make, or cancel in enough time for someone else to use the slot... This no show percentage dropped almost a full percentage point since the last report!

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

Hospital, Branch Clinics China Lake, Bridgeport Win Gold Star

*By Martha Hunt, MA CAMF
Health Promotions and Wellness
Robert E. Bush Naval Hospital*

The Naval Hospital Twentynine Palms and the Branch Clinics at China Lake and Bridgeport have won the Navy Surgeon General's Health Promotion and Wellness Award Gold Star for 2011.

The Health Promotion and Wellness Award is an annual award sponsored by the Navy Surgeon General and managed by the Navy and Marine Corps Public Health Center. This award encourages Navy Medicine to lead by example with healthier lifestyles and to screen all beneficiaries for health risks that can lead to early death and disability.

The leading financial drain on

the DoD health care system -- and really any health care system -- are largely preventable: tobacco, obesity and alcohol.

These issues are referred to collectively as TOBESAHOL. The 2012 population health priorities for the DoD Military Health System include addressing these preventable health problems - lower the rates of tobacco use, alcohol abuse, and obesity. This will include initiatives that introduce positive patient incentives that reward healthy behaviors.

In addition, the 2012 National Prevention Strategy: America's Plan for Better Health and Wellness lays the blueprint for addressing preventable causes of death and disability at the national level. The Strategy's seven priority areas are: tobacco

free living, preventing drug abuse and excessive alcohol use, healthy eating, active living, injury and violence-free living, reproductive and sexual health and mental and emotional well-being.

Both of these sets of priorities address preventable causes of ill health across a lifetime. When children are healthier, they learn more in school and grow up

with a good head start to being a healthy adult.

When adults are healthier they develop fewer chronic illnesses and are more productive in life.

Finally, when seniors are healthier they retain their independence longer and have better mental, emotional and physical health.

The Navy Surgeon General's Health Promotion and Wellness

Award helps Naval Hospital Twentynine Palms and the Branch Clinics at Bridgeport and China Lake address those DoD and national goals by screening all patients for tobacco, alcohol, and obesity and by helping Navy Medicine staff lead healthier lives and lead by example.

Lose Weight with this Expert Tip

*By Shari Lopatin
TriWest Healthcare Alliance*

Did you know more than half of American adults are overweight or obese?

The actual number is 66 percent, according to the U.S. National Library of Medicine and the National Institutes of Health. Imagine a map of the U.S. showing the Mississippi River. Then imagine everyone west of the river is obese.

The problem is just that big.

According to the American Dietetic Association, if you're overweight or obese, you're at a higher

risk of:

- * Heart disease
- * Stroke
- * Diabetes
- * Certain cancers
- * Liver and gallbladder disease
- * Infertility

You've probably heard that with proper diet and exercise, you can lose weight and keep it off. But you may not know about this other little secret to weight loss.

Keep a Journal

"Keeping a food and exercise log can help you

Continued on page 7

Dangerous Creatures of Morongo Basin are Waking from a Long Winter's Nap

*By Martha Hunt, MA CAMF
Health Promotion and Wellness
Robert E. Bush Naval Hospital*

Most of the dangerous creatures of Morongo Basin have been tucked away hibernating for the last few months. However, as spring is quickly approaching, the desert and its creatures will be re-awakening to begin the cycle of life again.

If you have been in Twentynine Palms for a while, some of these creatures may not be so scary anymore. If you are new to Twentynine Palms, you think that everything that crawls, slithers, creeps or flies is going to either kill you or leave you maimed for life. Here is a brief overview of some of these critters, which in the end are not so scary after all when you learn how to avoid them.

The best form of critter prevention is to stay away from them, to eliminate all inviting, homey spots around your home such as piles of lumber and debris, and to seal all cracks and crevices that they can use to crawl into your home. A little spackle and paint does wonders as far as sealing tiny cracks and holes where the critters can enter your home. What may seem to us as paper thin cracks or holes too small for anything to crawl through are just the right size for insects, lizards, snakes or any other vermin to easily pop through and into your home.

Most critters, either poisonous or semi-poisonous, prefer nice dark, quiet, undisturbed places such as out buildings, wood or debris piles, closets, attics, etc. and they usually only wander out of these spaces when they are hungry or looking for mates. In fact, most critter/human contact is purely accidental on both parts, resulting in the critter biting out of fear.

The two scariest spiders in this area are the Black Widow and Brown Recluse (BR) spiders. While it's correct that there are no true Brown Recluses here in Morongo Basin, their first cousins the Desert Recluses live here and at first glance can be mistaken for a true Brown Recluse. This cousin of the BR also causes necrotizing bites and so should also be viewed as potentially dangerous. A necrotizing bite is a bite that doesn't heal and continues to fester and spread from the original bite spot. BR bites can take up to two months to heal and need to be kept clean like any open wound.

Spider bites and scorpion stings are rarely fatal and when handled properly, can be easily treated as well. Black Widow bites and scorpions

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Seven Out Of Ten People with Colon Cancer Have No Symptoms

By Martha Hunt, MA
Health Promotion and Wellness
Robert E. Bush Naval Hospital

Colorectal cancer is the third leading cause of cancer in males, fourth in females in the U.S. There are two reasons why you may need a colonoscopy which is a form of colon cancer screening. First of all, a colonoscopy will help test for and maybe help prevent colorectal cancer. Secondly, when you access the age or risk

appropriate annual screening that you need, you bring funds into the Naval Hospital so that we can continue to offer the same high quality care we now provide.

Remember, there is no free lunch in life and when you do not access the annual tests needed for your gender and age, then not only are you putting your health at risk but Navy Medicine can then cut our budget impacting the staffing and services we offer.

What is a colonoscopy?

Colonoscopy examines the

entire colon with the use of a flexible tube with a camera at one end. The test generally lasts about 30 minutes, is safe and usually painless. There may be some discomfort, but you are given a sedative to help you to relax. Colonoscopy is usually needed only once every 10 years if the test results are normal.

Colonoscopy detects more than 95 percent of early colon cancer. Colonoscopy is the only test that can also prevent cancer because the doctor can remove polyps -- small growths that

may develop into cancer if left alone, before they turn into cancer. Other colon cancer screening tests do not examine the colon as thoroughly or remove polyps.

What are the risk factors for colon cancer?

Being over age 50 is the leading risk factor for colon cancer as more than 90 percent of colon cancers occur after age fifty. Also, if you have ever had anyone in your family with colon cancer, your risk is very high. If you have a family member with colon cancer, your provider may even suggest a colonoscopy well before age fifty.

Other risks for colon cancer include tobacco use, obesity, being either African American or of Ashkenazi (Eastern European) Jewish ancestry. Having other colon diseases such as ulcerative colitis or Crohn's disease may also increase your risk of developing colon cancer.

There are other tests for colon cancer screening that are less invasive but they may not be as accurate as colonoscopy or TRICARE may not pay for them.

Fecal Occult Blood Test (FOBT) and Fecal Immunochemical Test (FIT) Tests are tests that check for hidden blood in the stool.

This test should be done every year. Sigmoidoscopy is a test similar to colonoscopy but because it examines less than half of the colon (not the entire colon as colonoscopy does), it can miss some cancer. This test

should be done every 5 years. **How can you lower your risk of developing colon cancer?**

Stop using tobacco. You can talk to your provider about medications that can help and call health promotions at 830-2814 to receive counseling that can help you change how you deal with stress.

If you don't change how you deal with stress, you may find it hard to get completely off tobacco. Maintain a healthy weight and exercise regularly with at least 30 minutes of moderate physical activity (such as a brisk walk) at least 5 days a week. Also, eating a diet high in fruits and vegetables will help prevent colon cancer.

If you have any of the risk factors for colon cancer, ask your primary care provider about colonoscopy. And remember, the more age and risk appropriate annual testing you take advantage of, the better your health and the more funds are given to the Robert E. Bush Naval Hospital.

This increased funding then allows us to maintain or expand the staffing and services we offer.

If you would like to sit down with a healthcare provider and discuss having a colonoscopy you can call the General Surgery clinic at 760-830-2070 to schedule an appointment.

Remember, March is the sign of spring and a new beginning. Let this March be the new beginning on the rest of your life by beginning your fight against colorectal cancer.

TRICARE Beneficiaries Have Many Options for Flu Protection

If your 2012 New Year's resolution included taking better care of yourself, one of the easiest steps you can take to achieve that goal is to protect yourself against the flu.

Everyone 6 months and older should be immunized annually, especially those at high risk, including young children, pregnant women, people with chronic respiratory conditions like asthma and those 65 and older.

Getting a flu vaccine is easy and inexpensive for TRICARE beneficiaries. You may be able to get your flu vaccine for free from any military medical clinic or hospital, or you may choose to get it at one of 50,000 participating TRICARE retail network pharmacies. Find a participating pharmacy near you at www.express-scripts.com/tricare/pharmacy, or by calling the TRICARE pharmacy contractor Express Scripts at 1-877-363-1303. You can also get vaccinated by your doctor or at one of the retail clinics found at many pharmacies, but keep in mind you may have to pay cost shares or copays associated with a medical visit.

An important part of maintaining readiness for active duty service members and members of the National Guard and Reserves is keeping immunizations up to date, including annual flu vaccines. Active duty members without access to military medical facilities may be able to get the vaccination at a network pharmacy. Be sure to follow your Services policy and always get documentation of the vaccination.

The 2011-12 flu vaccine protects against three strains of influenza -- two type A and one type B. Two forms of the flu vaccine are approved for use in the United States -- an injection and a nasal spray. Except for pregnant women, the nasal spray is licensed for healthy people from ages 2-49.

For more information and resources on the flu and TRICARE flu vaccine coverage go to www.tricare.mil/flu.

Health and Human Services also offers a flu page at www.flu.gov as does the Centers for Disease Control at www.cdc.gov/flu.

Trying to figure out which ticket to choose in the Pharmacy?

Active Duty Members in Uniform... is as it states, if you are in uniform and visiting the Pharmacy for your own meds... you should chose this option.

Other Prescriptions... this option is for eligible patients or active duty not in uniform who are visiting the hospital Pharmacy to pickup a prescription that was written by a civilian or military provider and presented as a hard copy. Also, patients who have seen a military provider and are picking up medications entered into the hospital's computer by that provider, should choose this option.

Pharmacy Refill or Next Day Prescription Request... this option is for patients who have requested a refill by the Pharmacy refill line (to pickup after 10 a.m.) or by patients who have dropped a request in the request box located on the wall at the Pharmacy (to pickup the next day after 1200 noon). Or for those who checked into the Pharmacy earlier in the day.

Super Stars...



Kathryn Ames, Deployment Health Clinic, receives a Letter of Appreciation.



HM3 Mark Boddy, Multi-Service Ward, receives a Flag Letter of Commendation.



HM2 Steven Diaz, Emergency Medicine Dept., receives a Flag Letter of Commendation.



Lt. Cmdr. Brian Parton, above, and Lt. Cmdr. Allison Watson, below opted for a combined retirement ceremony.



Lt. James Barlow, Division Officer, Staff Education and Training takes the oath at his recent promotion ceremony.



HM3 Christine Wallen, Adult Medical Care Clinic, receives a gold star in Lieu of her second Navy and Marine Corps Achievement Medal.



HN John-Ross McCarthy, Emergency Medicine Dept. receives a Flag Letter of Commendation.



HN Gino Chavez, Adult Medical Care Clinic, receives a Flag Letter of Commendation.



HM3 Joshua Culp, Blue Team, receives a Flag Letter of Commendation.



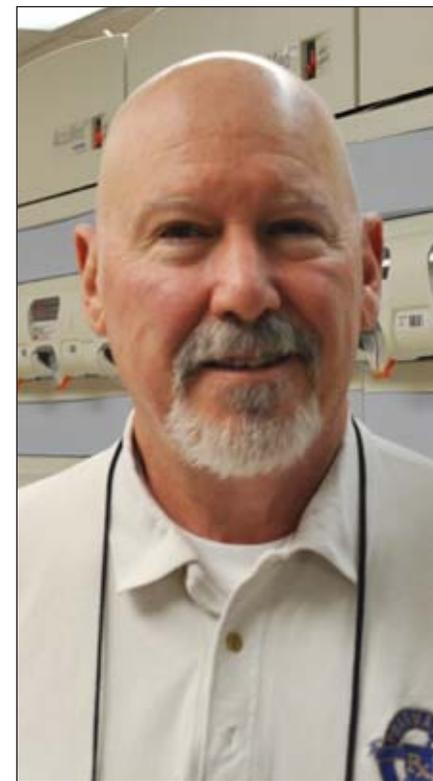
Patty Paahana, Radiology, receives a Federal Length of Service Award.



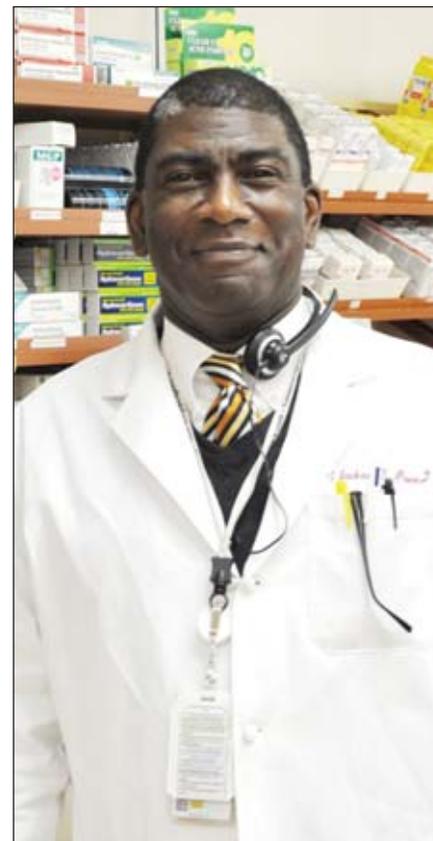
HM3 Nicole West, Laboratory, receives a Flag Letter of Commendation.

In the Spotlight...

Pharmacy staff who provide great service to the customers of the Robert E. Bush Naval Hospital.



Dan Levine, civilian Pharmacist



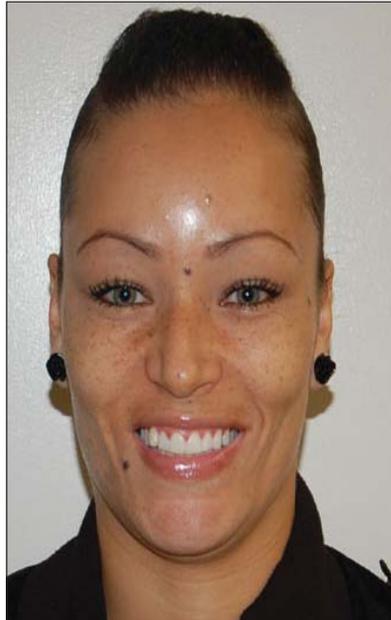
Archie Jackson, contract Pharmacist.



Kimberly Davison, civilian Pharmacy Tech.



HMI Sharon Bell, Pharmacy Tech



Rebecca Boone, civilian Pharmacy Tech.



Ericka Andya, civilian Pharmacy Tech.



HM3 Odlanyer Esteller, Pharmacy Tech.



Elaine Hite, contract Pharmacy Tech.



HMI Summer Web, Pharmacy Tech.



Lt. Cmdr. Gloria Garner, Pharmacist.



Lt. Joshua Blackburn, Pharmacist, and Lt. Cmdr. Adrian Gaskin, Director for Clinical Services.



Theresa Partin, civilian Pharmacy Tech.



Melissa Thompson, contract Third Party Collection Agent



Nicholas Reseter, contract Pharmacy Tech.

Pharmacy Strives to Improve Services...

Continued from page 1

You don't even have to be enrolled to the hospital for your medical care to use the Pharmacy.

Eligible beneficiaries just have to stop by the hospital's Patient Administration office, located next to the Quarterdeck (main entrance) to register in the Composite Health Care System, known by providers as CHCS to start using the hospital's Pharmacy.

Medications obtained at the Naval Hospital Pharmacy are free to eligible beneficiaries because there is no co-pay.

If picking up a prescription at the hospital is inconvenient for you, the Pharmacy staff would encourage you to sign up for home delivery of your medications, according to a recent report, beneficiaries switching to TRICARE's Home Delivery from retail pharmacies not only saved themselves from having to fork over a co-pay, but also saved the military health care system about \$30 million in 2010. To convert your retail prescriptions to home delivery visit: www.tricare.mil/homedelivery

The Pharmacy staff is also increasing communications with civilian healthcare providers in the community to increase the collaboration of

Continued on page 8

TRICARE Beneficiaries Reassured of Robust Pharmacy Service

FALLS CHURCH, Va. -- The expiration of the retail pharmacy contract between Express Scripts, Inc. (ESI) and the Walgreens pharmacy chain means Walgreens is no longer a TRICARE pharmacy network provider as of Jan. 1, 2012.

The majority of beneficiaries have access to another network pharmacy very close to home as our pharmacy contract requires ESI to maintain high access standards," said Rear Adm. Thomas McGinnis, chief of the TRICARE Pharmaceutical Operations Directorate. "There are still 56,000 network pharmacies nationwide -- easily meeting or exceeding our access requirements."

In addition to 56,000 network pharmacies, TRICARE beneficiaries have other pharmacy options including military pharmacies at no cost and convenient TRICARE Pharmacy Home Delivery. Generic medications are available at no cost through

Home Delivery.

Beneficiaries who use non-network pharmacies, including Walgreens, pay full prescription costs upfront and submit their own claims for reimbursement. Reimbursement will occur only after the non-network deductible is met. Out-of-network costs include a 50 percent point-of-service cost share for TRICARE Prime, after deductibles are met.

All other non-active duty TRICARE beneficiaries pay the greater of a \$12 copay or 20 percent of the total cost for formulary medications and the greater of \$25 or 20 percent of the total cost for non-formulary medications, after deductibles are met.

For more on pharmacy costs go to www.tricare.mil/pharmacycosts.

TRICARE beneficiaries changing from Walgreens pharmacy can simply take their current prescription bottle to their new network pharmacy to have

the prescription transferred. To find a nearby network pharmacy, use the 'find a pharmacy' feature on www.express-scripts.com/tricare. Beneficiaries who want help finding a pharmacy, changing their medication, or who have other questions can contact Express Scripts at 1-877-885-6313.

The issues between ESI and Walgreens are not specific to TRICARE. Other employer-sponsored and some Medicare Part D pharmacy plans are also affected. Beneficiaries with questions and concerns about this issue can go to www.tricare.mil/walgreens for more information.

"We are committed to ensuring all our pharmacy beneficiaries are aware of the many options that TRICARE makes available to them," said Brig. Gen. Bryan Gamble, TRICARE Deputy Director. "By now, all of our beneficiaries who use Walgreens

to fill prescriptions should have been contacted to advise them of their pharmacy options and to take action to ensure their pharmacy benefit remains uninterrupted. The health of our Service members, retirees and their families remains my number one priority."

In addition to the letters already mailed to each beneficiary who uses Walgreens, ESI

has contacted many beneficiaries by telephone and followed up with reminder letters over the last few months of 2011. Beneficiaries taking medications to treat hemophilia, multiple sclerosis, and some rheumatoid arthritis and cancer drugs have also been contacted.

TRICARE pharmacy information and updates can be found at www.tricare.mil/pharmacy

Retirees Can Save with TRICARE Retiree Dental Program

Did you know that you can decrease your copayments for dental care by an average of 22 percent just by seeing a Tricare Retiree Dental Program (TRDP) network dentist?

To participate in the TRDP network, dentists must agree with Delta Dental in advance to accept reduced fees for treating TRDP patients, to prepare and submit all TRDP claims paperwork, and to provide other services that are designed to save TRDP enrollees as much time and money as possible. Participating TRDP network dentists are available in over 160,000 locations nationwide. Enrollees may obtain a list of participating TRDP network dentists online at trdp.org or by calling Delta Dental at 888-838-8737.

Although it is to a TRDP enrollee's advantage to select a participating TRDP network dentist for treatment, Delta Dental Premier dentists, who are considered non-TRDP network dentists, follow some of the same guidelines, such as acceptance of payment directly from Delta Dental, completion and submission TRDP claims-related paperwork, and adherence to the quality-of-care standards that are required of all Delta Dental dentists. However, unlike participating TRDP network dentists, Delta Dental Premier dentists may charge higher fees, and enrollees are responsible for the difference between their fees and the amount that the TRDP will allow for the service.



Dangerous Creatures...

Continued from page 2

on stings feel like a pin-prick and progresses in pain and swelling until the whole area is red, warm, and swollen. The pain may spread to other parts of the body and symptoms may also include nausea, sweating, convulsions and, in rare cases, death.

The only people seriously at risk from Black Widow bites and scorpion stings are the very young or old and those individuals with compromised immune systems. If you are bitten or stung, call your health care provider or poison control number immediately and seek help.

A bite from a Brown Recluse may go unnoticed for eight to twenty four hours before turning red, swelling and beginning to blister. On rare occasions, a severe bite from a BR can cause the skin to not just blister up, but to die back and leave an open sore. Healing may take a month or longer and may leave

a scar where the sore was. As with the Black Widow bites, BR bites should be promptly treated to prevent further health risks. And whatever you do, never scratch a BR bite! That makes the wound worse and leaves you open to infection.

Regarding snakes - don't tease snakes! They bite to defend themselves and the snake usually ends up paying for your teasing with its life. It has been estimated that as many as half of all snakebites are provoked by humans purposely scaring the snakes. Of those bites that are not provoked by people, most are below the knee and half are dry (meaning that no venom was injected).

A good rule to follow in Morongo Basin is -- "if it rattles, it's poisonous." Snakes who do not have rattles in Morongo Basin are either non-poisonous or semi-poisonous (they'll just make you ill if bit-

ten, not kill you).

If any snake bites you or someone you are with, seek medical help immediately. Keep the victim calm, do not ice the wound and do not try to suck the venom from it. This only makes the bite more dangerous and can result in the victim facing an amputation of the limb that has been bitten. Snakebites are rarely fatal, but all snake bite victims need medical assistance. If you or someone around you is bitten, call 911.

Remember that the best way to avoid the dangerous creatures of Morongo Basin is to steer clear of them. Clean up the debris in your yard and get rid of those comfy hiding places that they live in. Seal all openings to your home and watch where you walk in your yard or when hiking. These creatures will try their best to avoid you and they are hoping you do the same as well.

Lose Weight...

Continued from page 2

achieve the weight loss results you want," said Meghean Cook, a health coach at TriWest Healthcare Alliance. "A log is a way to hold yourself accountable for the foods you put into your mouth and the activity you choose to do."

Cook said keeping a food journal may reveal habits you didn't even know existed. Do you grab a snack every time you pass the candy jar at work? Do you nibble all day, then eat a huge meal at night? Do you drink too many high-calorie beverages in the morning?

Keeping a journal just doesn't work for food, but for exercise too.

"Recording your exercise can be very motivating to see your progress. You may notice you can walk farther, longer or faster," Cook said. "Or you may notice you are stronger in your daily tasks because of the strength training you have been doing."

The key is this: keep it honest.

For more healthy living tips, visit TriWest.com/HealthyLiving.

You know where you want to go.

Sailor Career Toolbox

The tools you need to get there.

<http://www.npc.navy.mil/CareerInfo/CareerToolbox/>



Pharmacy Strives to Improve Services...

Continued from page 5

medication management for this hospital's patients, which is a very important safety feature for patients.

The command is also increasing the number of medications on the formulary and special order medications at the hospital thereby decreasing the need for patients to get their medications out in town. This does not mean that a provider here will prescribe a medication that a patient saw an advertisement for on television. Patient satisfaction is important, but as already stated, patient safety is much more important. In a recent study published in the Archives of Internal Medicine "Online First" it was indicated that patient satisfaction is an important metric in patient care... but perhaps patient safety should have more emphasis... which is done here, which the staff hopes will translate into patient satisfaction.

The Pharmacy is also taking steps to increase the number of medications available in the 'Over-The-Counter' program... in addition they are adding more expensive over the counter medications to the formulary which will save out of pocket costs to the hospital's beneficiaries.

With the hospital's Pharmacy helping to save you money with your patronage of its services, you help military medicine (TRICARE) save money by using TRICARE's Home Delivery option or using the hospital's Pharmacy for your medication needs.



HM3 Charles Idos, Pharmacy Tech.



HN Abraham Irizarry, Pharmacy Tech.



HM2 Michael Mullen, Pharmacy Tech.



HM2 Abner Ocampo, Pharmacy Tech.



HN Reyhan Viajar, Pharmacy Tech.



HN Charles Yeon, Pharmacy Tech. at the Adult Medical Care Clinic.