



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:

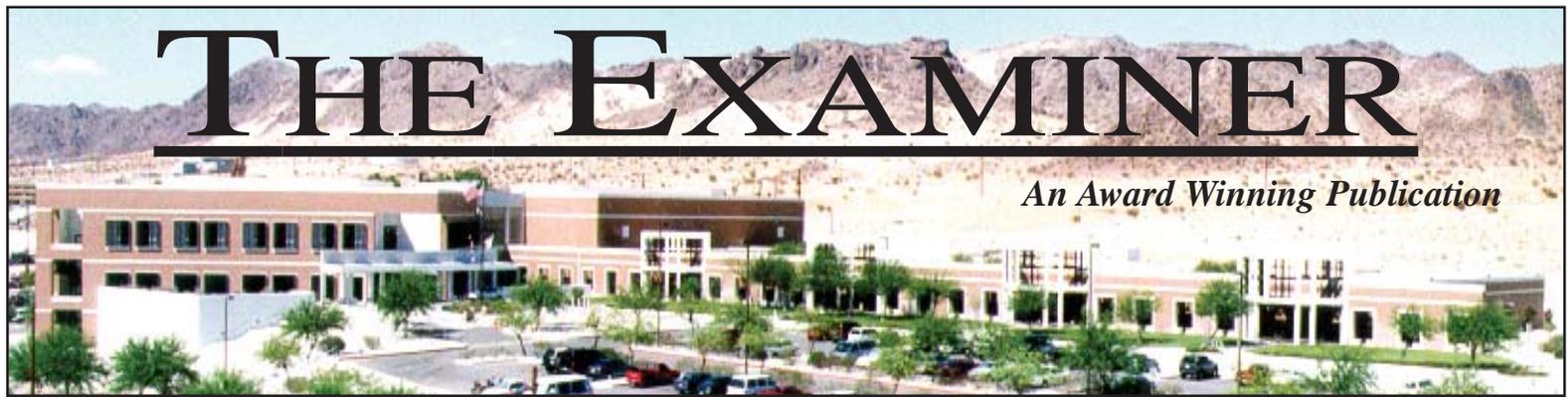
- * Through the ICE website.
- * The Hospital Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics, or directly to the Joint Commission via: E-mail at complaint@jointcomission.org Fax: 630-792-5636

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 MAGITFC
Twentynine Palms, CA 92278-8250



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

Naval Hospital Honors People of the Quarter

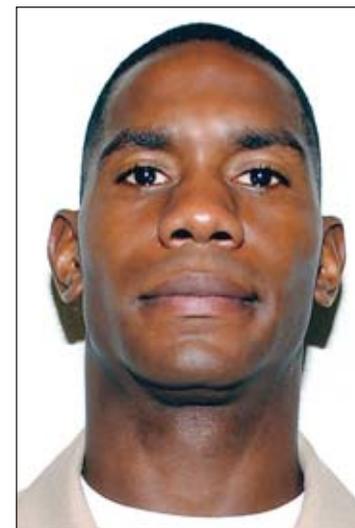
The Robert E. Bush Naval Hospital recently named its Officer of the Quarter, Sailors of the Quarter, Blue Jacket of the Quarter and Civilians of the Quarter for the period from April 1, through June 30 2012.

Lieutenant Caroline Lehman, a Nurse Corps officer assigned to the hospital's Multi-Service Ward, was selected as the Officer of the Quarter.

Her citation reads in part, "During this period, you took commendable initiative by assuming leadership for the Naval Hospital Twentynine Palms Nurses Association, coordi-



Lt. Caroline Lehman



HMI Matthew Skipworth

inating support of the Navy Nurse Corps Birthday and the National Nurses Appreciation Week events. As the Multi-service Nursing Department Scheduling Officer, you skillfully scheduled personnel to ensure adequate coverage of nursing care for the inpatient Multi-Service Ward. During this quarter, you co-taught three Basic EKG Familiarization Classes. In addition, you conducted six pediatric and adult code blue drills ensuring department readiness and organizational compliance to hospital standards. You also served as the Acting

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Not showing up or being late for an appointment is never fashionable

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

Showing up late or not showing up at all for medical appointments is an ongoing challenge for Naval Hospital Twentynine Palms in trying to manage a productive clinic schedule.

The hospital's clinics are run on an appointment basis, and they try to stay on schedule. At times there may be an opportunity for a patient to walk-in and be seen... usually because someone else failed to show up for their appointment.

Occasional emergencies arise, or a procedure takes longer than anticipated which delays some appointments. However, over the years, it has been shown that when patients are kept waiting beyond their appointed time, it is usually because a previous

patient showed up late.

If late for an appointment, the clinic will see you if the schedule permits but you may have to wait and/or see another provider.

If the provider feels that seeing you late will cause an inconvenience for others, then you will be asked to reschedule.

If you or your family member's condition is deemed serious, arrangements will be made for you or your family member to be seen in the Emergency Department.

If unable to keep an appointment, please give the hospital as much notice as possible. This is in consideration of the hospital staff that has scheduled their time around your expected visit. Also this is in consideration of other military family members and active duty service members who may need an appointment.

Here are some tips that will

help you become more punctual; Give yourself extra time, just in case you are delayed by weather, traffic or other circumstances. Keep only one planner; carry it between your home, workplace, or daily appointments. Use a watch, or an electronic organizer with a beeper to provide you with reminders.

If you know that an appointment can't be kept, give the clinic as much notice as possible by calling 760-830-2752 or visit the hospital web site at <http://www.med.navy.mil/sites/nhttp/Pages/default.aspx> You can also communicate securely with your health care team through Relay Health.

Patients seen in July -- 11,241

Appointment No Shows in July -- 808

In July we had one percentage point increase to 6.7 percent of patient appointment no shows. We need to keep trending downward by keeping the appointments we make, or by canceling in enough time for someone else to use the slot...

To help patients obtain appointments, the Naval Hospital now shows the number of open appointment slots each day on the hospital Facebook site, check it out.

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

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

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.

At this time the hospital is experiencing a shortage of providers due to the normal summer rotation period, deployments in support of our nation's medical outreach missions and Individual Augmenting of military operations around the globe, and a provider contract transition for our Emergency Medicine Department.

However, despite this shortage of providers, if you wake up one morning feeling ill, you can still call our Out Patient Appointment number at 760-830-2752 to try 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 the Appointment Call Center at 760-830-2752.

If you have an appointment that for some reason you cannot keep, please call the appointment line at 760-830-2752/2369

or e-mail your cancellation request to NHTP-CAPC@med.navy.mil as far in advance as possible. This will allow the hospital to give the appointment to someone else.

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 form 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 access to many common cough and cold, sore throat, fever, headache, stomach upset and minor gynecological conditions that are listed below:

* 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)

The staff of the Robert E. Bush is dedicated to providing you the best medical care possible regardless of how you access that care.

Have you Heard about Relay Health?

Last year Naval Hospital Twentynine Palms established "Naval Hospital 29 Online" which is powered as a secure messaging program by Relay Health... contracted through Navy Medicine.

Relay Health is a secure computer based program which provides a more convenient method of communications with the healthcare teams, allowing patients to securely communicate, via e-mail. Relay Health allows patients to request their lab results; request a medication refill; access health care information and gives the opportunity to create your own health care record to help manage your own care, all from the comfort of home.

A feature of this new communications concept that has proven very popular, gives patients the ability to request appointments through the Relay Health web site.

Also, some specialty providers in the local network are also available through Relay Health. If your specialist is signed up, you can also add them to your personalized log-on.

Visit the Naval Hospital's web site and check it out by clicking on Naval Hospital 29 Online.

Happy Birthday...

Physician Assistants

est. Sept 1, 1971

Emergency Medicine named 23rd Medical Speciality

September 21, 1979

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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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Where is the Hidden Salt in your Diet?

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

Over the years, Americans have become addicted to salt.

In fact, most people have no idea how much salt they consume -- on average, about 3,600 to 4,800 mg of sodium per person per day, according to the American Heart Association (AHA).

That's twice the amount currently recommended by the government. Simply put -- cutting salt saves lives.

If Americans cut salt intake by half, as many as 150,000 premature deaths and 1.4 million cases of heart disease could be prevented each year according to the American Medical Association.

From the Centers for Disease Control and Prevention (CDC) February report on sodium presented, sodium plays an important role in the body. It's essential for fluid balance, muscle strength, and nerve function. However, 90 percent of Americans eat more sodium than is recommended for a healthy diet.

Reducing the sodium Americans eat by 1,200 mg per day could save up to \$20 billion a year in medical costs.

Surprisingly, most of our salt intake is hidden in the foods we buy at the grocery store.

Where is most of that extra salt hidden? Most salt comes from processed foods and restaurant foods. More than 40 percent of sodium comes from the following 10 types of foods:

- * breads and rolls,

- * cold cuts and cured meats such as deli or packaged ham or turkey,

- * pizza,

- * fresh & processed poultry (salt water is injected into poultry to make it look plumper and juicier),

- * soups,

- * sandwiches such as cheeseburgers,

- * cheese,

- * pasta dishes,

- * meat mixed dishes such as meat loaf with tomato sauce, and

- * snacks such as chips, pretzels, and popcorn.

How can you cut the Salt in Your Diet? The first step is to hide the saltshaker. The first and most important step to reducing the sodium in your diet is to stop salting your food. This will immediately cut 10 to 15 per-

cent of the salt in your diet and after a few weeks, you won't notice any change in the taste in your food.

Secondly watch what you put on your food. Many of the seasonings and condiments that we use on food are high in sodium. When choosing a condiment, use ones with low sodium and stick to the serving size.

Also, watch how you prepare your food. Leave out salt when cooking, cut the amount of salt in half or use "lite salt" or Sea Salts that have a reduced amount of sodium. Avoid commercial seasonings such as garlic salt and Cajun spice.

Read food labels. You can find out exactly how much sodium is in a serving of processed food by reading the Nutrition Facts label.

Your primary care provider has

access to the National Heart Lung and Blood Institute's Dietary Approaches to Stop Hypertension (DASH) diet.

Copies of DASH can also either be picked up in the Health Promotion's office in the basement of the Naval Hospital or requested as a PDF file via email at

martha.hunt@med.navy.mil. The DASH Eating Plan offers a sample menu based on about 2,000 calories a day or less. The DASH eating plan is rich in fruits, vegetables, fat-free or low-fat milk and milk products, whole grains, fish, poultry, beans, seeds, and nuts. It also contains less salt and sodium; sweets, added sugars, and sugar-containing beverages; fats; and red meats than the typical American diet. Because fruits and vegetables are naturally lower in sodium than many other foods, DASH makes it easier to eat less sodium.

TRICARE Benefit Remains Unchanged under new Contractor

By *Charlotte Caldwell*
TRICARE Management Activity

Following the recent announcement that UnitedHealthcare Military and Veterans will replace TriWest Healthcare Alliance as the TRICARE West Region health care contractor, beneficiaries and health care providers have been asking how this change will affect them.

One thing doesn't change: the TRICARE benefit. TRICARE remains committed to providing the best possible health care for the 9.7 million military members, retirees and their families that use the benefit.

Beneficiaries currently using the TRICARE civilian health care networks are expected to find that most TriWest providers will also have agreements with UnitedHealthcare.

If a provider change is needed, UnitedHealthcare will work with beneficiaries to find the right provider to ensure continuity of their health care.

UnitedHealthcare shares TRICARE's commitment to provide superior service and health care to beneficiaries.

For details and the latest

updates about the contract change, TRICARE Management Activity has created a website (www.tricare.mil/westtransition). By clicking the link at the top of that page, beneficiaries can sign up to receive email notifications as new information is posted to the TRICARE.mil website. Providers who visit the TRICARE website will be provided contact information for UnitedHealthcare.

During the contract transition period, TriWest continues to serve as the West Region health care contractor until the transition to UnitedHealthcare is complete beginning April 1, 2013. TRICARE's top priority is to ensure a smooth transition between UnitedHealthcare and

TriWest for service members, retirees and their families.

The West Region is the last of the three regions to complete the transition to the T-3 contract. In the T-3 contract, some beneficiaries who reside 100 miles or more from an MTF or a civilian network primary care manager may not be able to continue their enrollment in TRICARE Prime. When the transition is complete, these beneficiaries may get their health care using TRICARE Standard or Extra. Standard and Extra are flexible and affordable plans giving beneficiaries a greater choice of providers with no referrals, and a waiver of cost-shares for most preventive health care services.

There is also a continued com-

mitment to provide solutions to the unique health care market in Alaska. UnitedHealthcare is expanding its network in Alaska and is devoted to making sure that beneficiaries there are also well served.

More details will be available as the transition moves toward completion. All beneficiaries in the West Region will receive welcome packages with information from UnitedHealthcare well ahead of the April 1, 2013 transition date.

You have the power!

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 Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics.

Super Stars...



Ensign Kenneth Argoncillio, Nurse Corps officer on the Multi-Service Ward takes the oath at his promotion ceremony to Lieutenant Junior Grade.



HM2 Joshua Bellavia, Public Health Dept., takes the oath at his recent reenlistment ceremony.



HM1 Sharon Bell, Pharmacy Tech, is piped ashore at her recent retirement ceremony.



Lt.j.g. Debra Brown, a Nurse Corps officer assigned to the Gold Team in the Primary Care Clinic takes the oath at her recent promotion ceremony to Lieutenant.



HMC Casey Wheeler, Leading Chief Petty Officer in the Nursing Services Directorate, takes the oath at his recent reenlistment ceremony.

People of the Quarter...

Continued from page 1

Department Head, ably leading staff members. Your level of commitment to the command's mission and patients alike has been exceptional."

HM1 Matthew Skipworth, Leading Petty Officer, Branch Health Clinic at the Naval Air Weapons Station China Lake, was named as the Senior Sailor of the Quarter.



HM3 Luke Murray

HM3 Luke Murray, a General Duty Corpsman assigned to the Adult Medical Care Clinic at the Marine Corps Air Ground Combat Center was selected as the Junior Sailor of the Quarter.

Hospitalman Matthew Moffit assigned to the hospital's Maternal-Infant Nursing Department as a General Duty Corpsman was selected as the Blue Jacket of the Quarter.

Each of the enlisted Sailors received a Flag Letter of Commendation from Commander Navy Medicine West, Rear Admiral C. Forrest Faison III, which sets each of them apart, "...by demonstrating exceptional leadership, initiative, and dedication to duty."

The citation also pointed out that each of these Sailors, "enthusiasm and contributions epitomize the Navy Medical Department's motto, "World Class Care... Anytime, Anywhere" and provides tangible evidence of the vital role that the enlisted community plays in today's Navy."



Beverly Enos

Beverly Enos, Health Systems Specialist in the Fiscal Department, was selected as the Senior Civilian of the Quarter.

Her citation reads in part, "You provided superb medical expense and performance reporting assistance to the Naval Hospital and to your department; maintained operational support to all clinics within the hospital; and, could always be counted on to support the Command's mission. One of the most important jobs you hold is the accurate management of the DMHRSi/MPERS accounting of workload performance at this Command. In this capacity, you displayed unparalleled professionalism monitoring and correcting required workload reporting for the daily opera-



Elisa Allen

tions of the Command. Your dedication and superior work ethic proved to be invaluable in the day to day tracking of hours reported and timecard submission used to report medical expense costs at this Command."

Elisa Allen, Defense Travel System Coordinator in the Fiscal Department was named as the Junior Civilian of the Quarter.

Her citation reads in part, "You

provided superb defense travel management assistance for your department and NHTP; maintained operational support to all clinics within the hospital; and, could always be counted on to support the Command's mission. One of the most important jobs you hold is the accurate defense travel management for all personnel requiring travel to perform their duties. In this capacity, you displayed unparalleled professionalism monitoring and

accounting for over 400 travel documents during this period without errors or loss of productivity throughout the Command. Your dedication and superior work ethic proved to be invaluable in the day to day tracking of travel, while maintaining your department's reporting requirements within the travel arena with zero reported discrepancies."

TRIPS
TRAVEL RISK PLANNING SYSTEM

Do a risk assessment.
It just might save a life
... yours!

WWW.SAFETYCENTER.NAVY.MIL

Layout by MCA, Washington, CA 94060

DoD VA Release Mobile App Targeting Posttraumatic Stress

WASHINGTON, July 31, 2012 - The Defense and Veterans Affairs departments have released a free Apple and Android smartphone mobile application for use with post-traumatic stress disorder (PTSD) treatment.

The app is called PE Coach; PE stands for "prolonged exposure."

Psychologists at the Defense Department's National Center for Telehealth and Technology, known as T2, and the VA National Center for PTSD developed the mobile app to help patients with their therapy. Both departments use prolonged exposure therapy as an effective treatment for PTSD.

"PE Coach is a helpful tool that assists our service members and veterans who are between visits and in treatment for post-traumatic stress disorder," said Dr. Jonathan Woodson, assistant secretary of defense for health affairs. "We have shared this app with our military health care providers as well, and hope that many individuals who are receiving PE therapy will find it useful."

Prolonged exposure therapy helps a patient process a trauma memory to reduce the distress and avoidance caused by the trauma. The patient revisits the memory with a therapist, and as he or she emotionally processes the memory, anxiety decreases. The therapy also helps the patient confront situations that trigger memories of the trauma.

Brian Sullivan, a veteran who has been using PE Coach in its testing phase during his VA therapy, said in an interview with

the Pentagon Channel and American Forces Press Service that he finds the application helpful.

"It allows you to keep track of your therapy sessions as they're going on," he said. "It allows you to record the whole session. It allows you to take notes after the session, and ... it allows you to do homework ... before your next session."

Sullivan said the app also offers breathing exercises to help in managing anxiety.

"You have to have a positive attitude going into the therapy using the application. ... [The app] will allow you to go back over the session yourself, and listen to it again, and ... help jog your memory ... in case you forgot something that happened," he said.

"We worked with a broad and diverse group of psychologists in the DOD and VA who are treating PTSD patients with prolonged exposure therapy," said Dr. Greg Reger, clinical psychologist in T2's innovative technology applications division. We wanted to help our patients in the therapy and make it easier for providers to deliver this treatment. PE Coach does both."

Patients install PE Coach on their smartphones and can record therapy sessions for playback between the sessions. The app also provides an explanation of exposure therapy, assignments, explanations of PTSD and its symptoms, and a convenient way to write notes about typically avoided locations, situations and events for later discussions with the therapist.

Reger said writing in a notebook in public places makes many people feel uncomfortable, but tapping out a note on a smartphone makes it easier to capture in-the-moment feelings.

PE Coach is designed to help users stick to prolonged exposure treatment, which could improve the treatment's effectiveness, Reger said. It was not

designed to be used as a self-help tool, he added, and should not replace professional counseling.

The Defense Department and VA released a similar mobile application last year. Called PTSD Coach, it's a reference tool for education, tracking symptoms, self-assessments and connections to support individuals with PTSD.

The National Center for Telehealth and Technology at Joint Base Lewis-McChord, Wash., serves as the primary Defense Department office for cutting-edge approaches in applying technology to psychological health.

(Karen Parrish of American Forces Press Service contributed to this report.)

September Is Asthma Awareness Month! How Asthma Friendly Is Your School?

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

The National Heart, Lung and Blood Institute/ National Asthma Education and Prevention Program wants to know how asthma-friendly your school is.

Students with asthma need help at school to keep their asthma under control and be fully active. Children who struggle with their asthma also struggle with their classes, grades and physical fitness demands.

Use this checklist to find out how well your school serves students with asthma:

- * Are all school buildings, grounds, vehicles and events like field trips and team games (both 'at-home' and 'away'), free from tobacco smoke?
- * Does your school have a policy or rule that allows students access to asthma medicines?
- * Does your school have a written emergency plan for teachers and staff to follow to take care of a student who has an asthma attack?
- * Do all students with asthma have updated asthma action plans on file at the school?
- * Is there a school nurse in the building during all school hours that can monitor students and educate staff about asthma?

* Can students with asthma fully and safely join in physical education, sports, recess, and field trips?

* Does the school have good indoor air quality so there is no exposure to allergens or irritants, indoors and outdoors, that can make their asthma worse?

If the answer to any question is "no," then it may be harder for students to have good control of their asthma. Uncontrolled asthma can hinder a student's attendance, participation and progress in school.

If you need help keeping your child's asthma under control, talk to your child's primary care provider. If you feel that your child's school isn't doing all it can to be an asthma friendly place, then talk to your child's teachers and principal about making the needed changes to become asthma friendly.

In addition, never allow anyone to smoke around your children. Second hands smoke can cause asthma and can trigger asthma attacks. For more information on quitting all forms of tobacco, contact: Your child's pediatrician or your primary care provider or Health Promotion and Wellness at (760) 830-2814.

There is no longer a four week long class required in order to access the medications.

Stay Up-to-Date on Immunizations Before Heading Back-to-School

By Charlotte Caldwell
TRICARE Management Activity

Immunizations are the most effective way to prevent disease and complications from disease, especially among young children.

Last month was Immunization Awareness Month, the perfect time to make sure children have gotten their recommended immunizations before heading back to school.

Most primary schools in the United States require students to have an annual physical and to be up-to-date on any immunizations before starting the school

year. Parents should check with their school district to be sure of the requirements for enrollment.

TRICARE covers necessary physical exams that children ages 5-11 need to enroll in school, and age-appropriate immunizations recommended by the Centers for Disease Control and Prevention (CDC). Immunizations are covered at no cost to beneficiaries if they get them at a TRICARE-authorized provider or participating TRICARE network pharmacy. To find a pharmacy or provider that participates in the vaccine program and to see a list of covered immunizations go to www.tricare.mil/immunizations.

Immunizations aren't just important for elementary school-aged children; babies and teens should also stay fully vaccinated. CDC recommends all children get immunizations at the advice of their primary care physician, starting at birth. Parents can use the free Instant Childhood Immunization Schedule (www2a.cdc.gov/nip/kidstuff/newscheduler_le/) on the CDC website to see the recommended immunizations for their child up to age 12. Each schedule is customized to their child's birthday, and provides recommendations and dates relative to their age. CDC's website also has infor-

mation for parents about which immunizations are recommended up to age 18, and why. To see a complete list of CDC-recommended immunizations for children from birth until adulthood, and for more information about immunizations go to www.cdc.gov/vaccines/parents/index.html. A downloadable parent's guide is also available at www.cdc.gov/vaccines/pubs/parents-guide/downloads/parents-guide-508.pdf.

Immunization is an important, easy and effective way to protect children from potentially life threatening diseases. Parents should make sure their children are up-to-date on all their CDC-recommended immunizations to stay safe and healthy.

For more information on immunizations or to find a provider go to www.tricare.mil/immunizations.

Pharmacy Home Delivery Continues to Soar and Save

FALLS CHURCH, Va. -- TRICARE Pharmacy Home Delivery program growth continued to soar in 2012 by offering a safe, affordable and convenient way to get prescriptions delivered by the U.S. Postal Service.

A record 1.38 million prescriptions were filled in May through home delivery. For the year to date, use increased by 30 percent compared to the same time period in 2011. Beneficiaries making the switch to home delivery contributed to a decrease in retail pharmacy use by 10 percent -- putting more money in beneficiaries' pockets and slowing growth in pharmacy costs for the Department of Defense.

Overall satisfaction with the mail order program continues to grow as more and more beneficiaries get most of their regular medications delivered to their homes. Of 10,000 users offering feedback online, 91 percent indicated they were satisfied or very satisfied. Other national surveys of retail and mail-order users show very similar satisfaction

results for home delivery.

One of the most popular features is the automatic prescription refill option, which ensures patients do not run out of their medications. Home delivery is also safe, automatically checking medical and prescription history to help prevent harmful drug interactions.

TRICARE beneficiaries have three options to fill their covered prescriptions. Using military pharmacies is the most cost effective for the DoD and beneficiaries pay nothing for prescriptions. Home delivery offers generic medications at no cost. Beneficiaries using retail have 56,000 TRICARE retail network pharmacies nationwide from which to choose.

Beneficiaries can find links to sign up for TRICARE Pharmacy Home Delivery or enroll their existing home delivery prescriptions in the automatic prescription refill program at www.tricare.mil/homedelivery or call toll free at 1-877-363-1303 (option 2).

DON'T BE A NO-SHOW.

DIDN'T YOU HAVE A DOCTOR'S APPOINTMENT TODAY?

I SKIPPED IT... I WAS BUSY.

YOU WHAT?! YOU TOTALLY WASTED AN OPPORTUNITY FOR MY NEIGHBOR!

CALL 760-830-2752

I'M SORRY. ALL OF OUR APPOINTMENTS HAVE BEEN FILLED TODAY. OUR FIRST AVAILABLE APPOINTMENT IS NEXT WEEK TUESDAY.

PLAN AHEAD

Naval Hospital Appoints Ombudsman

What is an Ombudsman?

The ombudsman is a volunteer, chosen by the Commanding Officer, on call 24 hours a day, 7 days a week.

An ombudsman is a spouse of an active duty or selected reserve member assigned to the command who serves as the official liaison between the command and its families. The ombudsman assists the CO in maintaining the morale and welfare of

the command's active duty service members and its families.

What an Ombudsman does?

The ombudsman acts as an advocate for families and single Sailors. They help to disseminate accurate information regarding command policies, services available, and deployments. They are a confidential Point of Contact for families and single Sailors and refer them to the appropriate

agency for questions, concerns, help, or intervention according to OPNAVINST 1750.1F

What an Ombudsman is not?

The ombudsman is not a trained counselor or social worker, but can show you the way to solving your problems or getting assistance.

Timothy Ooms-- (760) 910-2050 email: nhtpombudsman@yahoo.com



Timothy Ooms, Naval Hospital Ombudsman.

Why Your Referral Matters for your Wallet and Health

Brian P. Smith

TriWest Healthcare Alliance

You went to your primary care manager and she suggested you go see a specialist. Maybe it's for an evaluation; maybe it's for a specific treatment. You just know you need to make another appointment and you want to make it quickly.

Whether this is your first referral or your fiftieth, having all your information before making the appointment can save you time and money. Quickly start managing your referral information when you register on TriWest.com.

What's a referral?

When you need care that your primary doctor can't provide, you will get a referral to see someone else. The request for a referral goes to TriWest Healthcare Alliance and TriWest processes the referral and matches your needed care with a local network specialist (when available). If you live near a military installation with a medical clinic, and that medical clinic offers the specialty care, you may be assigned to the military clinic for care.

When your referral request is authorized, TriWest will let you know:

- * The name and contact information of your network specialist
- * The expiration date of your referral (if you don't make your appointment within the time allowed, you may have to go back to your primary doctor for a new

'...You contact the network specialist and make your appointment. Network providers will submit claims to TriWest and send any results back to your primary doctor...'

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TRICARE Standard and TRICARE Extra plans don't require referrals or primary care managers. There are, however, higher out-of-pocket costs for care under those plans

How do I get my specialist's information?

Register for a TriWest.com account, and you will receive an email when your referral is processed -- usually within a day or two of your primary doctor submitting the request. Then, you can log into your TriWest.com account to view your specialist. Go to TriWest.com/Register.

You can also choose to get a letter with your specialist information, but that could arrive 10 days after the request is made.

Why is it important to know my assigned specialist?

If you don't go to a TRICARE network specialist (or the military clinic if you're assigned to go there), you could end up paying out-of-pocket for your care.

If you're wondering if there are network specialists near you, you can use TriWest's Provider Directory. Find providers by specialty, location or name. When you're at your desktop or laptop, go to TriWest.com/ProviderDirectory. When you're on the go, bookmark m.TriWest.com in your mobile device to use the interactive provider directory.

You have the power!

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