



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.

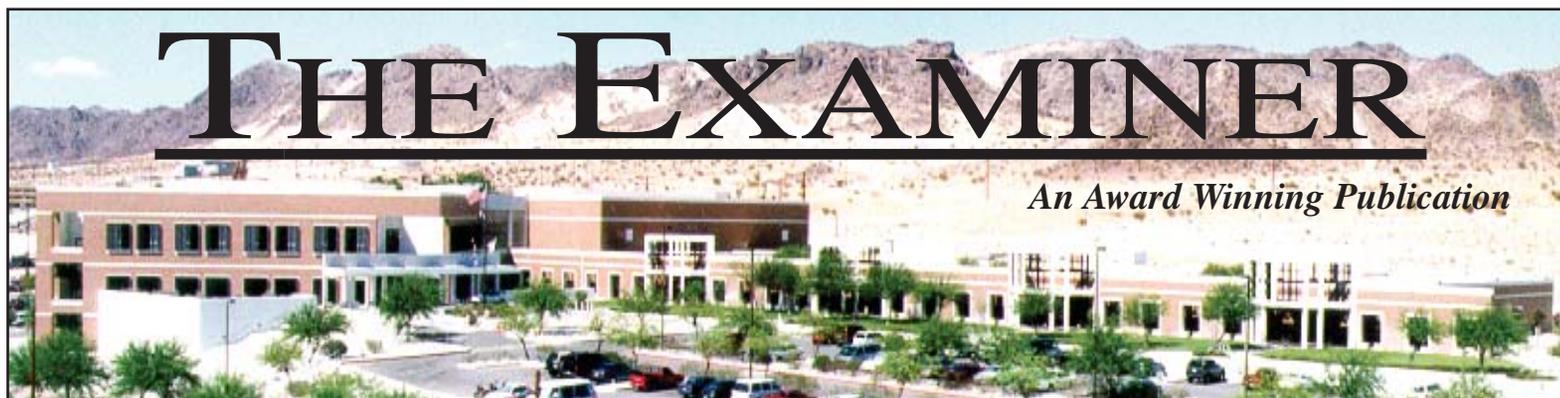
Or Directly to the Joint Commission via:

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

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

Combat Stress Continuum Held at Combat Center

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

In an effort to bring together active duty military, family members and health care providers for the purpose of education and to discuss issues relating to Traumatic Brain Injury (TBI), Post Traumatic Stress Disorder (PTSD) and Combat Operational Stress an event was conducted for the first time at the Marine Corps Air Ground Combat Center (MCAGCC) at Twentynine Palms, Calif.

A panel consisting of Lieutenant Commander Wayne Boucher, PhD MSC; Peter Morris, Family Advocacy Program; Shenoa Robinson, TriWest Field Representative, and Wednesday Pritt, TriWest Beneficiary Representative were available to discuss issues and to answer questions from audience members.

Boucher briefed the military leaders, health care providers and family members present on how to identify symptoms of operational and combat stress as well as Post Traumatic Stress Syndrome (PTSD). Boucher stated that those in the military seem to have a built-in support group to help them better deal with combat and operational stresses because they are a part of a group who share in similar experiences. Boucher, who works in the hospital's Mental Health Department as a psychologist said that individuals who experience a traumatic experience alone may have a harder time dealing with PTSD because they don't have that built in support group.

Other members of the panel discussed counseling services available at the offices of the Family Advocacy Program, and through the TriWest network of mental health providers.

In addition, several poster displays were set up for attendees to view and ask questions of subject matter experts at each display.

The Marines, Sailors and families at this Marine Corps Base located in the Mojave Desert have been through numerous deployments to Iraq for the past several years and still face further deployments in their immediate future.

With this being the case, the Deployment Health Care Center and the Naval Hospital will continue to partner with the Marine Corps Community Services counselors to offer this event on a semi-annual basis.

It doesn't take an expert to tell that numerous deployments can have an effect on military members not to mention the effect those deployments have on the families left back home.

According to Lieutenant Suzanne Decker, a staff Medical Service Corps officer and facilitator for the event for the Deployment Health Care Center, "It is important to make our Marines, Sailors, family members and health care providers aware of what resources and services are available across the installation. DHCC and the Naval Hospital plan to make this event occur twice a year so that we can make contact with all units either pre or post deployment."



Stanley Hall, left, a Family and Marriage Therapist with the Deployment Health Care Clinic, answers questions at a display set up for the recent Combat Stress Continuum.

How do you use your Medical Benefit?

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

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 the professional staff will assess the patient with a process called Triage.

If the medical condition warrants it, immediate care will be given.

Continued on page 7

Clinic Appointment Stats...

Patient's seen in December -- 9,886

Appointment No Shows in December -- 958

If you need an appointment call -- 760-830-2752
To cancel an appointment call -- 760-830-2369

Why go tobacco free?—Maybe because it is costly to your health and budget

By Martha Hunt, MA CAMF
Robert E. Bush Naval Hospital

Now that tobacco use in any form is no longer allowed on any medical property related to Naval Hospital Twentynine Palms (i.e. the main hospital, Adult Medical Care Clinic and the Branch Clinics at China Lake and Bridgeport), how many people in the Navy and Marine Corps actually use tobacco? The answer is -- more than you think!

The 2008 Survey of Health Related Behaviors among Active Duty Military Personnel was recently published showing that 30 percent of all active duty personnel smoke and 14 percent use smokeless tobacco. Active

duty Navy personnel smoke at a rate of 31 percent and 10 percent report smokeless tobacco use. Regarding the Marines, 37 percent report that they smoke and 22 percent report smokeless tobacco use.

How many Navy Active Duty staff at NHTP, China Lake and Bridgeport use tobacco? At the hospital 20 percent smoke and 11 percent dip. At China Lake, 26 percent of active duty smoke and 13 percent dip. Finally for Bridgeport, 31 percent of active duty smoke and none report that they dip. Regarding federal employees, 25 percent at the hospital smoke, 33 percent smoke at China Lake and no federal employees report the use of smokeless tobacco at any site.

How does that compare to the

US civilian population? The Centers for Disease Control and Prevention estimate that 46 million people or 20.6 percent of all adults (aged 18 years and older) in the United States currently smoke cigarettes and 3.3 percent of adults (aged 18 years and older) use smokeless tobacco.

This means that the Navy and Marine Corps use tobacco far above the rate seen in the US civilian population. In fact, the DoD spends approximately \$1.6 billion dollars a year for active duty on tobacco related health problems that are caused or made worse by tobacco use. Tobacco use is a leading indicator of combat readiness in that it effects wound infection and healing, dehydration, response to heat stress, night vision, Post

Traumatic Stress Disorder, promotes obesity and a wealth of other health problems that can impact readiness. Overall, the DoD loses money 8:1 on tobacco sales. For every dollar of tobacco sales on base, the health care side of the DoD loses \$8 in health care costs.

Not only does tobacco used by Active Duty impact health and readiness, but the use of tobacco by Federal Employees also impacts the bottom line in so far as escalating health and life insurance rates, use of sick days and lost productivity due to tobacco breaks. Tobacco users on average use double the number of sick days per year and cost employers over \$5,200 per year in wages lost on tobacco breaks. Tobacco use in the workplace is also a major cause

of friction among staff due to the issue of time spent on tobacco breaks.

The Surgeon General of the Navy has tasked Navy Medicine to set the example and lead the way to a healthier Navy and Marine Corps family.

So to meet this challenge, tobacco use is no longer allowed on Navy medicine property. To access tobacco cessation services, talk to your primary care provider or call Health Promotions and Wellness at (760) 830-2814 for more information. There is no formal tobacco cessation class as all counseling is now done one on one. Start the New Year on a tobacco free note and call now! Then we will all be on the way to a healthier Navy and Marine Corps family!

NAVY ENLISTED TO OFFICER
You decide your future...

WANTED

- Leadership
- Integrity
- Management
- Experience
- Education

Medical Service Corps In-Service Procurement Program (MSCIPP)
Medical Enlisted Commissioning Program (MECP)
Enlisted Commissioning program (ECP)
Chief Warrant Officer (CWO)
Limited Duty Officer (LDO)
Seaman to Admiral (STA-21)
U.S. Naval Academy (USNA)
Officer Candidate School (OCS)

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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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Screenings to save your life

By Shari Lopatin
TriWest Healthcare Alliance

While last month was a great time to plan for your health in 2010, you'll never find a wrong time to get vital screening tests. Whether you're a man or a woman, age 25 or 65, make sure to talk with your doctor about the screening tests listed below. These services are available to you and your eligible family members at no cost. You'll find no authorizations, cost-shares, copayments or deductibles for eligible TRICARE beneficiaries. These tests could save your life.

For women

* Breast cancer: TRICARE covers one mammogram every

12 months for women older than 39. If a woman is considered high-risk for breast cancer, she can begin receiving mammograms at 35 years old.

* Cervical cancer: You can test for cervical cancer by getting regular Pap smear tests. TRICARE covers both pelvic exams and Pap tests together when necessary, or every year beginning at age 18. Once a woman has three consecutive normal Pap tests, TRICARE will cover screenings once every three years unless a doctor recommends otherwise.

For men

* Prostate Cancer: TRICARE covers prostate screenings tests for men who are:
-- older than 50

-- older than 40 and had a vasectomy
-- ages 40-49 with a family history of prostate cancer.

For everyone

* Colon Cancer: Several screening options are available, such as the fecal occult blood test, sigmoidoscopy and colonoscopy.

People who have a history of colon cancer in their family

should talk with their doctor about when and how often to have screening tests.

* Cholesterol: Know your numbers! It could affect your heart. TRICARE covers a cholesterol test once every five years, starting at 18 years old, unless it's medically necessary for more frequent screenings.

Remember that when you obtain these services from a TRICARE-authorized provider,

you are not responsible for any portion of the cost, even if you have not met your deductible.

For additional information, visit the prevention page at www.TriWest.com/prevention.

For your convenience and to be eco-friendly, Go Green with paperless Explanation of Benefits (EOBs). Visit www.TriWest.com/gogreen to learn how.

Web Tool Makes Finding New Doc Easy

By Tyler Patterson
TriWest Healthcare Alliance

Just enrolled into TRICARE Prime and want to know your options for doctors? Moved to a new location and need to find a doctor? Not sure if the nearest military clinic is accepting new patients?

It used to take a phone call or car trip to answer these questions. Now you can save the trip and the call, and answer all these questions online using TriWest's Prime Enrollment Eligibility tool at www.triwest.com/eligibility. All you need is your address and an Internet connection. Within seconds, you'll have a color-coded map of the options in your area.

Not only will the Prime Enrollment Eligibility tool show your options, but it will walk you through your next steps. For example, if the nearest available clinic is more than a 30-minute drive, it will remind you to complete the Access to Care Waiver on your Prime application. If it's determined you're not eligible for TRICARE Prime, the Prime Enrollment Eligibility tool will inform you of other TRICARE plan options and direct you how to complete enrollment.

If the tool determines you are eligible for Prime and suggests you enroll at a particular clinic, it will present that clinic's con-

tact information. Don't forget you can use the Beneficiary Web Enrollment (BWE) site to enroll in TRICARE Prime, make your initial payment and select a primary care manager (some exceptions apply). If you're already enrolled in TRICARE Prime, you can use BWE to manage your family members' enrollment and order new ID cards. Learn more about BWE at www.triwest.com/bwe.

While you're online, you can also choose to "Go Green" and receive paperless Explanation of Benefits statements at www.triwest.com/gogreen.

THESE CANCERS COULD HAVE BEEN CAUGHT EARLY.



50% of ALL new cancers are preventable

Source: American Cancer Society, Cancer Facts and Figures, 2009

Super Stars...



Lt. Todd Hlavac, Pediatrics, receives a Navy and Marine Corps Commendation Medal.



CS3 Kyle Quatmann, Combined Food Operations, receives a Navy and Marine Corps Achievement Medal.



HM3 Marcelo Pereira, Main Operating Room, receives a Navy and Marine Corps Achievement Medal and his second Good Conduct Award.



HM3 Courtney Haggard, Education and Training, receives her first Good Conduct Award.



HM2 Sonny Lemerande, Physical Therapy, receives his second Good Conduct Award.



Steven Crowder, Physical Therapy, receives a Navy Meritorious Civilian Service Award.



HM3 Robert Hartwell, Physical Therapy, receives his first Good Conduct Award.



HM3 Sergio Romero, Education and Training, receives his first Good Conduct Award.



HM2 Justin Jenkins, Main Operating Room, receives his second Good Conduct Award.



LS2 Robert Ellis, Materials Management Dept., receives his sixth Good Conduct Award.



Ann Denslow, Materials Management Dept., receives a Navy Meritorious Civilian Service Award and a Letter of Commendation.



HM3 Steven Eleter, Emergency Medicine Dept., receives his first Good Conduct Award.



HN Eustacia Joseph, Family Medicine Clinic, receives her first Good Conduct Award.



FC2 Sarah Sweet, Security Dept., receives her third Good Conduct Award and a Letter of Appreciation.



Kimberly Warfield, Materials Management Dept., receives a Letter of Commendation.



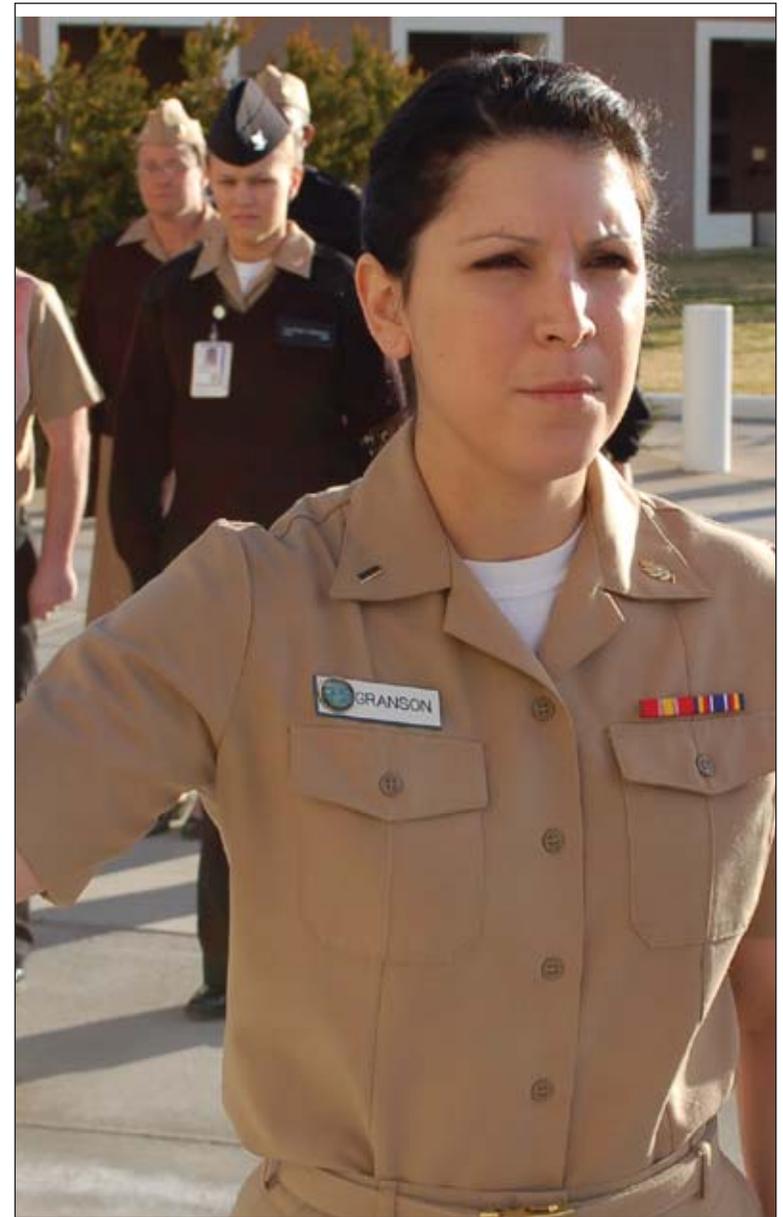
Ensign April Pratt, Medical Readiness Clinic, receives a Letter of Appreciation.



CS3 Ryan Davila, Combined Food Operations, receives a Letter of Appreciation.



HM2 Erica Sommerville, Patient Administration, receives a Letter of Appreciation.



Lt. Leah Granson, Department Head, Education and Training, takes the oath at her recent promotion ceremony.



HM1 Daniel Magee, Preventive Medicine, receives a Letter of Appreciation and a Flag Letter of Commendation.



HM2 Ray Martinez, Public Health, receives a Letter of Appreciation.



Henrique Soares, Public Health, receives a 10-year Federal Length of Service Award.



HM2 Sarilyn Escobar, Main Operating Room receives Navy and Marine Corps Achievement Medal and a Letter of Appreciation.



HM2 Jerry Rice, Public Health, receives a Letter of Appreciation.



HM3 Meghan Moore, Maternal Infant Nursing Dept., receives a Letter of Appreciation.



Elsie Clark, Time Keeper in the Fiscal Department, receives a 15-year Federal Length of Service Award.

All Star Cast of Comedians ‘Stand Up for the Troops’ with Free Downloads

DALLAS...(November 24, 2009) Singer-songwriter John Ondrasik's annual gift to military Families is playing it for laughs this year as 'CD For the Troops III' offers a free compilation of comedy routines to soldiers, airmen, sailors, Marines and their families.

"I'm proud to present the third edition of the CD for the Troops project 'Stand Up For Troops,'" said Ondrasik. "This year we've gone for laughs with bits from world class comics; Chris Rock, Ray Romano, Jeff Foxworthy, Dana Carvey, Adam Sandler, Dennis Miller and more!"

As part of an ongoing partnership between the Grammy-nominated artist, who goes by the stage name Five for Fighting, TriWest Healthcare Alliance, Aware Records and the Army and Air Force Exchange Service, all active duty military members and veterans with valid military identification can log on to AAFES.com and download the comedy routines as well as an Ondrasik song from the award winning documentary "Brothers at War."

"This compilation is a tribute to America's military families to thank them for their service," said TriWest President and CEO David J. McIntyre, Jr. "We are proud to continue our partnership on this project and are exceptionally grateful for John, the comedians and AAFES who are driven to thank our troops in memorable ways."

The complete track list of free songs available at <http://music.aafes.com/> as part of 'CD For the Troops III' are as follows:

- * Chris Rock - "The Big Piece of Chicken"
- * Dennis Miller - "The Week in Review"
- * Adam Sandler - "Lunch Lady Land"
- * Ray Romano - "Bachelor Party/Juice/Potato Chips"
- * Jeff Foxworthy - "Have Your Loved Ones Spayed or Neutered"
- * Dana Carvey - "Parenting"
- * Matt Iseman - "Dungeons and Dragons/Like a Good Neighbor"
- * Kevin Nealon - "Shut that Party Down"
- * Kevin James - "Greeting Cards"
- * John Ondrasik - "Brothers in

Arms"

"I'd like to thank AAFES, TriWest Healthcare Alliance and Sony Manufacturing for being great partners in this endeavor," said Ondrasik. "I've also included my song 'Brothers in Arms' from the great documentary 'Brothers at War.'" As always the 'CD for the Troops' is a free download for military members at AAFES.com with 200,000 hard CDs shipped to troops overseas. Thanks to all the comedians who donated their talents to this compilation. "Our troops and their families are both the steel and the heart of our nation. The 'CD for the Troops' is a continuing thank you to those who protect our

freedoms and secure the future of our children and grandchildren."

In addition to the free downloads, 200,000 CDs for The Troops will be arriving at military bases, Armed Services YMCAs, USO Centers, Fisher Houses and other locations throughout the nation and overseas.

"This is the third time we've partnered with Mr. Ondrasik to provide a secure, global platform to share the tracks he has worked to freely provide to the military community," said AAFES' Chief of Staff Col. Virgil Williams. "The timing of this latest offering is really terrific as service members logging

on to the Exchange Online Store to purchase a present for a loved one will now be pleasantly surprised to find a gift earmarked just for them."

The Army and Air Force Exchange Service (AAFES) is a joint command of the U.S. Army and U.S. Air Force, and is directed by a Board of Directors who is responsible to the Secretaries of the Army and the Air Force through the Service Chiefs of Staff. AAFES has the dual mission of providing authorized patrons with articles of merchandise and services and of generating non-appropriated fund earnings as a supplemental source of funding for military Morale, Welfare and Recreation

(MWR) programs. To find out more about AAFES' history and mission or to view recent press releases please visit our Web site at <http://www.aafes.com/pa/default.asp>.

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. Visit trivest.com for more information.

TriWest Offers New Service to Promote Lung Health

Expanding Condition Management Programs for Chronic Lung Diseases

PHOENIX -- TriWest Healthcare Alliance is offering a new lung health service to West Region TRICARE beneficiaries eligible for its Disease Management programs.

Beneficiaries suffering from Chronic Obstructive Pulmonary Disease, or COPD, 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. COPD is a group of lung diseases that include emphysema, chronic bronchitis and in some cases, asthma.

Before this addition, TriWest's Disease Management department offered support to beneficiaries with diabetes, asthma and heart failure. The COPD program, launched by TriWest in September, is a no-cost entitlement 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 them to participate in the program.

The COPD Disease Management Program has a number of services to help beneficiaries manage their chronic lung diseases. They will have a personal Disease Management 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. The beneficiary can also access smoking cessation, exercise and nutrition help from their TriWest health coach.

Beneficiaries can find additional resources at www.trivest.com/copd, www.tricare.mil and at www.ucanquit2.org, an online smoking cessation resource developed by the DoD for U.S. service members.

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 8 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.

February Is National Heart Health Month

Here Are Some Helpful Tips To Live A Heart Healthier Life!

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

Every year, more than 1 million Americans have heart attacks; 13 million Americans have coronary heart disease, and about half a million people die from it each year.

Risk factors for heart disease are typically labeled “uncontrollable” or “controllable.” The main uncontrollable risk factors are age, gender, and a family history of heart disease, especially at an early age. The risk of heart disease rises as people age, and men tend to develop it earlier. Men ages 45 and older are at increased risk of heart disease, while women 55 and older are at increased risk.

What is heart and cardiovascular disease? Heart disease refers only to diseases of the heart and the blood vessel system within the heart. Cardiovascular disease refers to diseases of the heart and diseases of the blood vessel system within the entire body.

What are the different types of heart & cardiovascular disease? Atherosclerosis is a type of thickening and hardening of the arteries. As we age, some hard-

ening of the arteries can occur naturally. Coronary heart disease, the most common form of heart disease, affects the blood vessels (or coronary arteries) of the heart. It causes angina (chest pain) and heart attacks. Angina is pain or discomfort in the chest that happens when some

even though they do no damage, TIA's are serious and can put you at higher risk of having a full stroke.

High blood pressure (or hypertension) is another form of cardiovascular disease where there is too much pressure in your blood vessels. A blood pressure

...There are some factors that you can't control such as getting older, family health history, and race. But you can do something about the three biggest risk factors for heart and cardiovascular disease -- Smoking, High blood pressure, and High blood cholesterol....

part of the heart does not receive enough blood. It feels like a pressing or squeezing pain, often in the chest under the breastbone, but sometimes in the shoulders, arms, neck, jaw, or back.

Lack of blood flow to the brain from a blood clot, or bleeding in the brain from a broken blood vessel, causes a stroke. Without a good blood supply, brain cells cannot get enough oxygen and begin to die. You can also have what are sometimes called “mini strokes,” or transient ischemic attacks (TIA's), where no damage is done to the brain. But

reading measures the force of blood pumped from the heart against the walls of your blood vessels. It is recorded as two numbers: a top number of systolic pressure, or the pressure of blood in the vessels as the heart beats; and a bottom number of diastolic pressure, or the pressure of the blood between heart beats (when the heart rests). Although the average blood pressure reading for adults is 120/80, a slightly higher or lower reading (for either number) may not be a problem. High blood pressure is diagnosed when the reading consistently exceeds 140/90. It is often

called a “silent” killer because it usually has no signs or symptoms.

There are some factors that you can't control such as getting older, family health history, and race. But you can do something about the three biggest risk factors for heart and cardiovascular disease -- Smoking, High blood pressure, and High blood cholesterol.

You can reduce your risk for heart and cardiovascular disease by following these steps. Quit smoking - talk with your health care provider or Health Promotions if you need help quitting. Cut back on foods high in saturated fat and cholesterol. Check blood pressure, cholesterol, and blood sugar levels and keep them under control. Exercise at least 30 minutes a day on most (if not all) days of the week. Lose weight if you are

overweight and keep at a healthy weight.

The best way to combat heart disease is not just to know the risk factors but to “own” the risk factors that apply to you and address the ones that are controllable. This means knowing what your risk factors are and doing something to change that risk. There are resources available to help you develop and maintain a healthy heart. For tobacco cessation contact health promotions at 830-2814 or talk to your primary care provider for more information. For Nutrition information contact the registered dietitian at 830-2274. For help controlling your diabetes better, contact the Diabetes education program contact the family practice clinic at 830-2093 and for Exercise programs contact the west gym at 830-6723.

Your Medical Benefit...

Continued from page 1

However, if the medical staff determines that your condition is not life-threatening you or your loved one may have to wait several hours before treatment is rendered, while patients with unstable illnesses or injury are taken care of first.

The staff of the Emergency Medicine Department understand the concern parents have for their sick children, or loved ones and try very hard to provide the best possible care to everyone.

The ER waiting area of any hospital is not a very comfortable place for someone with a cold or flu to be waiting for care, and it can prove hazardous for someone with a reduced immune system.

Emergency Medicine Departments should never be viewed as a “Walk in Clinic.” The hospital's clinics are run on an appointment basis, and those clinic providers usually see patients at the scheduled appointment time.

Routine or Acute appointments can be made within a reasonable time at the hospital's clinics... in many cases a same day appointment can be scheduled.

One of the anomalies that can affect appointment availability and can cause inefficiencies in the hospital's clinics is when patients make appointments and then fail to show up for or cancel those appointments. This action not only causes a waste of time and money for the hospital, but it can cause a great inconvenience to beneficiaries who are not able to make a timely appointment. Last month the hospital scheduled 858 appointments that patients failed to show up for or call to cancel.

These 858 appointment slots were productively used by hospital staff however it potentially kept 858 people from being able to see a hospital provider in a timely manner.

If you wake up one morning feeling ill, you can call 760- 830-2752 to obtain a same day appointment. A scheduled appointment minimizes waiting time that would typically be experienced with an emergency room visit, as discussed earlier.

If unable to keep an appointment, please give the hospital as much notice as possible by calling 760-830-2752 or 760-830-2369.

This is in consideration of the hospital staff that has scheduled their time around your expected visit. Most importantly, it is out of consideration for others.

You Have a Major Impact on Care Offered at Hospital

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

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

Not long ago the Department of Defense (DoD) contracted with MAXIMUS to provide an independent, impartial evaluation of care provided to our beneficiaries. You may have received a letter in the mail following a recent visit to one of the hospital's clinics. If you took the time to open that letter and follow the directions to participate in the survey, then you have input into future decisions Navy leadership will make in determining the type and quality of care you will receive at your Navy Hospital.

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

Other ways for you to participate in the care you receive at the Robert E. Bush Naval Hospital is to let one of the hospital's customer service reps know your feelings...

* Did you feel that your health care was lacking in some way?

* Were you totally happy with the services you received?

Either way, it is important for the hospital to know how they are taking care of you.

H1N1 Vaccine Still Available at the Hospital...

Naval Hospital is now providing H1N1 Vaccine to all beneficiaries and DoD Civilians who request the vaccine. Active duty will receive their vaccine through their BAS/RAS. For questions, please call CDR Carol Grush at 830-2626 or the Preventive Medicine Techs at 830-2002.



HM3 Devin Fleming, Main Operating Room, receives a Letter of Appreciation.



HM3 Anthony Clark, Adult Medical Care Clinic, receives a Letter of Appreciation.



HMC Robert Albach, Material Management, receives a Navy and Marine Corps Achievement Medal.



HM3 Phillip Miller, Education and Training receives a Navy and Marine Corps Achievement Medal.



HN Jared Cummings, Orthopedic and General Surgery Dept., receives a Flag Letter of Commendation.

Super Stars...

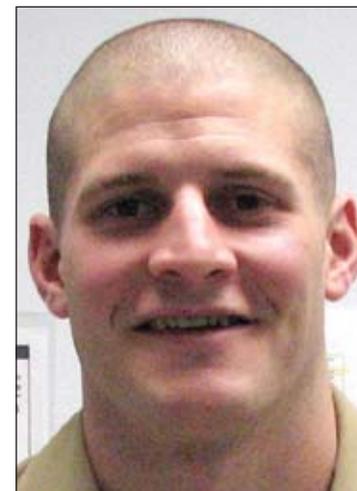
Continued from page 5



Lt. Commander Sharon Yokley, Organizational Performance Improvement Coordinator, retires after 20 years of honorable service



Karen Benavente, Central Appointments, receives a Letter of Appreciation.



HM3 David Polse, Branch Clinic China Lake, receives a Flag Letter of Commendation.



HM3 Elston Stewart, Pediatrics receives a Flag Letter of Commendation from Commander, United States Naval Forces Central Command.



Eric Cruse, Clerk in Central Appointments, receives a 30-year Federal Length of Service Award.