

Naval Branch Health Clinics

Your Health Is Our Mission.

PATIENT HANDBOOK



www.med.navy.mil/sites/nmc/sd



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FROM THE COMMANDING OFFICE

WELCOME TO NAVAL MEDICAL CENTER SAN DIEGO!

Our mission is to support the medical needs of the Navy and Marine Corps team across the entire spectrum of operation, both in garrison and at sea. We are also entrusted with the care of our warriors' families and loved ones.

Whether you are seeing your health care team for routine care or consulting with one of our many specialists, we feel honored and privileged to care for you. We are committed to providing you the highest quality, patient-centered care available.

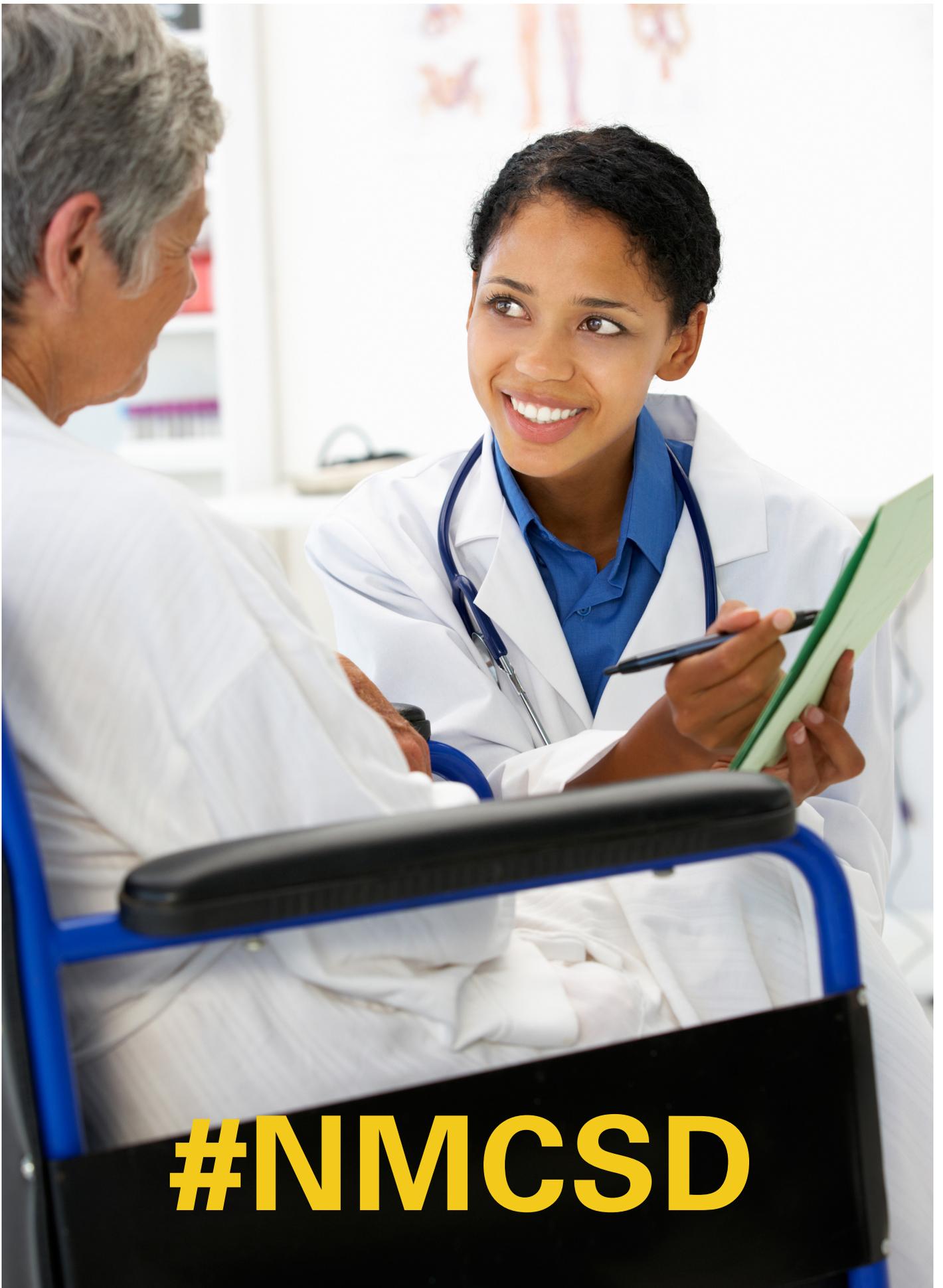
Thank you for your service to our Nation and choosing to receive your care at Naval Medical Center San Diego.

J.A. Roos

Captain, Medical Corps

USN





#NMCSD

CONFIDENTIALITY

Protecting Your Privacy - HIPAA

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) guarantees that all health-care employees will protect your health information. The HIPAA Privacy Rule ensures certain rights over your health information, including the right to get your health information, make sure it is correct, and know who has seen it. If you have any questions or concerns about HIPAA, please bring it to the attention of your clinic Customer Service Representative, or you may contact Naval Medical Center San Diego (NMCS D) Patient Relations Department.



Call 1-619-532-6418 to reach NMCS D Patient Relations



Visit <http://www.nmcsd.med.navy.mil>

To file a HIPAA complaint, please contact the NMCS D Legal/Privacy Office or NMCS D Fraud, Waste, and Abuse.



Call 1-619-532-6475 to reach NMCS D Legal/Privacy Office



Call 1-619-532-6418 to reach NMCS D Patient Relations

Military Health System Notice of Privacy Practices

The Military Health System (MHS) Notice of Privacy Practices (NoPP) explains disclosure policies and how your health information will be protected. A copy of the MHS Notice of Privacy Practices may be requested at any Naval Branch Health Clinic (NBHC).

Requesting Medical Information

You have the right to obtain a copy of your medical records or to request that your records be provided to someone else. To protect your confidentiality, you must complete an "Authorization for Disclosure of Medical Information" form before your medical records can be released. If someone requests information about you, we cannot tell him/her anything without your written consent. This includes family members and friends. If you would like a family member or close friend to have access to your health information, please contact your clinic staff for appropriate guidance.

YOUR BENEFITS

Eligibility - DEERS

Defense Enrollment Eligibility Reporting System (DEERS) registration is required for TRICARE eligibility and enrollment. Once you are registered in DEERS you will receive a Uniformed Services Identification and Privilege Card, this I.D. card is required to be presented at each visit to a Military Treatment Facility or pharmacy. Children who are under 10 years old can receive care without an I.D. card however, the legal guardian must present a valid Uniformed Services Identification and Privilege Card.

Updating Your DEERS

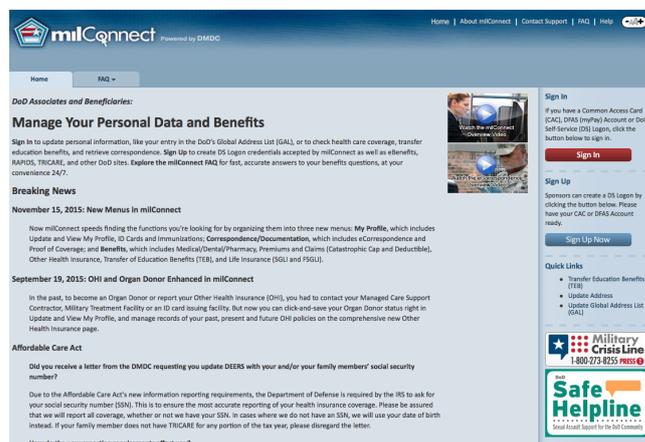
It is critical to maintain your DEERS information at all times. The wrong information may cause problems in your TRICARE claims as well as other healthcare benefits. Family members can update your personal information in DEERS by calling or visiting their website. To add or remove family members the sponsor must visit a local I.D. card office.



Call 1-800-538-9552



Visit <http://www.milconnect.dmdc.mil>



Are You New To TRICARE?

TRICARE offers widespread and affordable health coverage with 11 health plan options, pharmacy benefits, dental options, and other special programs. How do you know which one is right for you? The Health Benefit Advisors at Naval Medical Center San Diego (NMCS D) are available to provide answers, solutions, and counseling on all TRICARE Programs.



Call 1-619-532-8328 to reach the NMCS D Health Benefits Advisor Office



Visit <http://www.tricare.mil>

MEDICAL HOME PORT

What Is Medical Home Port?

Medical Home Port (MHP) is your primary care clinic. It places you at the center of a collaborative team of healthcare professionals that are all led by your primary care manager (PCM). You will be assigned to one provider and their team who will work with you to manage your healthcare needs. MHP focuses on building the patient/provider relationship, enhancing communication, and meeting most of your urgent care needs within the team. You will receive patient-centered care that is continuous and easily accessible from a healthcare team that knows you and your medical history.



HEALTHCARE TEAM

Primary Care Manager

It is your provider, a Physician (MD or DO), Physician assistant (PA), Nurse Practitioner (NP), or Independent Duty Corpsman (IDC), who is responsible for managing and addressing all of your medical needs. Their goal is to always actively involve you in your healthcare and provide you with proper follow-up guidelines.



Team Nurse

Your Team Nurse is a Registered Nurse (RN). They provide you with valuable educational materials, assist in managing chronic diseases and preventive screenings, and follow up with you after an urgent care or emergency room visit.



Nursing Support Team

Your first clinical encounter will be with a member of the nursing support team. A Licensed Practical Nurse (LPN), Hospital Corpsman (HM), Medical Assistant (MA), or Health Technician (HT) will review your medical record with you and obtain your blood pressure, heart rate, and temperature before you see your provider. They will be available to support your provider in procedures and documentation throughout your visit.



HEALTHCARE TEAM

Nurse Navigator

Your nurse navigator is here to improve the quality of care you receive in your Medical Home and beyond. Your Nurse Navigator guides you to the best resources available to help you be a healthier you. To contact your nurse navigator, call 619-524-0113.



Case Manager

Case Managers work with your MHP Team by assessing and coordinating your care while helping you to develop specific goals to improve complex conditions. Struggling with multiple medical conditions can be overwhelming; talk to your providers if you think a Case Manager is right for you.



Clinical Pharmacist

Dealing with a complex medical condition such as diabetes or hypertension can make it hard to manage your medications. The Clinical Pharmacist (PharmD) provides medication education and reconciliation. They are fully privileged pharmacists who can assist in managing your medications by thoroughly reviewing the indications and side effects for all prescribed and over-the-counter medications.



HEALTHCARE TEAM

Internal Behavioral Health Consultant

The Internal Behavioral Health Consultant (IBHC) specializes in behavioral management of health concerns. IBHC's offer patients and their families help when everyday challenges interfere with leading your most fulfilling and healthy life. The IBHC is made available through your PCM or self-referral by contacting the Nurse Navigator at 619-524-0113.



Behavioral Health Care Facilitator

The Behavioral Health Care Facilitator (BHCF) works directly with the patients as requested by the PCM and/or IBHC. These follow-up interactions, or “touches,” provide the patient with a sense of connection with their MHP team, while allowing the PCM to receive regular updates on patients from whom they would generally have no interaction once they initiated the treatment plan.



Health Coach

The Health Coach will help you realize your personal best is attainable! They will help you identify and achieve your health goals through one-on-one, virtual, group, and community health coaching. This includes identifying obstacles, providing educational materials and encouraging personal support systems. The Health Coach will teach you skills on how to lead a healthier lifestyle by behavioral changes and lifestyle modifications.



APPOINTMENTS

Scheduling

To schedule an appointment with your provider, follow one of the methods listed below:



RelayHealth allows you to email your MHP Team on a secure network and request an appointment. Please see the RelayHealth section of this handbook for further information.



Visit <http://www.relayhealth.com>



Smartphone barcode reader app required for QR codes to function.

Scan this code using your smartphone to connect to the RelayHealth portal.

Call Center

The call center allows you to schedule an appointment when it is convenient for you. Open Monday-Friday 0600-1700 and closed on weekends and holidays.



Call 1-619-532-8225 to schedule

* You will receive a confirmation call via telephone, select 1 to confirm.

Kearny Mesa Patients Call 619-645-0155

North Island Patients Call 619-545-6210

TRICARE Online

TRICARE Online (TOL) gives TRICARE Prime members the ability to schedule, change, and cancel appointments online. Please see the TOL section of this handbook for further information.



<https://www.tricareonline.com/>

APPOINTMENTS



Arriving For An Appointment

Please arrive at your scheduled appointment early to allow time to check-in and fill out paper work. Be sure to have your Uniformed Services Identification and Privilege Card (ID Card) with you. Your I.D. card must be presented in order to receive care. If you have paperwork to be filled out by your provider or health records from another doctor's office, please be sure to have it with you upon arrival for your appointment.

Follow-Up

Should you need a follow-up visit, you may stop by the front desk to schedule an appointment. A team member will make an appointment that works best with your schedule.

Cancellation

If you are unable to keep your scheduled appointment, please notify us as soon as possible. The earlier we know, the easier a patient on stand by can use the appointment time. You may cancel your appointment by using the Relay Health, TOL, or the Call Center where available. Please see telephone numbers on pages 23-24.

Late Policy

If you arrive late for your appointment time, your provider may be seeing the next patient. Your health care team will make every attempt to help you and ensure you receive the proper care needed. Please understand you may be asked to wait, or we may ask if you would like to reschedule your appointment for another date and/or time.

Scheduling

RelayHealth is a secure Web-based service that allows you to stay in touch with your provider and your health team - anytime, anywhere, and from any internet connection. You are able to communicate your non-urgent needs (listed below) through an encrypted system through RelayHealth, and you may be able to save yourself an office visit!

- Appointments - request to schedule an appointment with your PCM
- Refill - request a prescription refill
- Results - request to receive you laboratory, radiology, or other test results
- Education - receive health education information
- Contact - your PCM about non-urgent health matters or concerns

Security

RelayHealth messages are different from your regular e-mail. Your messages are sent securely and confidentially. The RelayHealth server protects your privacy and any information sent through the RelayHealth application.

Benefits

RelayHealth gives you the ability to communicate with your office when it is most convenient for you. No more waiting on hold for appointments or medication refills. You now have connectivity with your PCM and MHP Team for routine communication. This includes questions about forms, physicals, lab or x-ray results, immunizations, and other benefits.

WebVisits

Some clinics offer a WebVisit™ which allows you to complete an online medical evaluation. The WebVisit guides you through an interactive interview based on your primary complaint.

Once your message has been reviewed by your Medical Home Port Team, you will receive an online medical evaluation provided by a member of your MHP Team. Please check with your clinic staff to see if this option is available at your clinic.

Signing Up

Sign up for Relay Health by asking any member of your MHP Team to assist you in the process. You may also sign yourself up by calling RelayHealth, visiting their website through the link below, or using the QR code.

Three ways to sign up for RelayHealth:

1.



Smartphone barcode reader app required for QR codes to function.

Scan this code using your smartphone to connect to the RelayHealth portal.

2.  Call 1-800-538-9552

3.  Visit <http://www.relayhealth.com>

TRICARE Online

TRICARE online (TOL) is a secure website providing you access to online health care information and service: you are able to make your own appointments, ask for prescription refill, and the BLUE BUTTON will provide data on our personal health. If you are a TRICARE beneficiary at least 18 years-old and receive care at a Military Treatment Facility (MTF), you are eligible to access TOL.

Login

In order to access TOL, you must login by using your DoD Self-Service Logon (DS Logon – available to any TRICARE beneficiary), DoD Common Access Card (CAC), Defense Finance and Accounting Services (DFAS) myPay, or using the QR code (see below).

Visit <https://www.tricareonline.com/>

DoD Self-Service Logon

The screenshot shows the TRICARE Online login page. It features a video player with a couple in military uniform. The video content includes the TRICARE Online logo, a welcome message, and instructions on how to use the site for appointments, prescriptions, and the Blue Button. Below the video, there are links for 'Visit tricare.mil for information on' and 'TRICARE Online Announcements'. A list of links includes Eligibility, TRICARE, Costs, Plans, and Enrollment.

DoD Common Access Card (CAC)

This screenshot displays three login options: DS LOGON, CAC, and DFAS myPay Password. Each option has a corresponding form with fields for username, password, and login ID. There are also links for 'Forgot' information and 'Need a DS LOGON?' and 'Have a DS LOGON activation letter?'.

(DFAS) myPay

The screenshot shows the myPay login page. It includes a 'Log In' section with fields for 'Login ID' and 'Password'. There are also links for 'Forgot your Login ID?' and 'Forgot or Need a Password?'. The page features several informational banners, including 'Combined Federal Campaign (CFC) AVAILABLE', 'Alert: Phishing Attempt', and 'Stopping TSP Contributions'. A 'Quick Links' section provides access to various resources like DFAS Resources, External Resources, and a SmartCard Login option.

QR code



Smartphone barcode reader app required for QR codes to function.

Scan this code using your smartphone to connect to the TRICARE Online portal.

Blue Button

Securely view, print or download your lab results, radiology results, medication profile, allergy profile, encounters, problems lists, immunizations, and vital sign data. Download your personal health data to PDF, text, or XML-formatted continuity of care document (CCD).

- View - your allergies, problem list, encounters, laboratory results, medications, radiology results, vital signs, and immunizations from your Electronic Health Record
- Download - your data as PDF, text, or CCD File
- Print - your data
- Share - your data with trusted team

Appointments

Make, change, view past and future, and cancel military hospital or clinic appointments. Schedule email and/or text appointment reminders to include earlier appointment notifications. Act on behalf of yourself and your family members.

- Schedule - yourself and children under 18 years of age an appointment with your assigned PCM.
- Make - add an appointment
- Change - you can change the date/time of future appointments
- Reminders - set up email or text message reminders for future appointments
- Alerts - set up alerts to help remind you of your appointment
- Review - future or past appointment dates



Prescription Refill

Refill one or more prescriptions for military hospital or clinic pick-up. Check the status of your prescription. Link to TRICARE Mail Order Pharmacy (TMOP) to schedule home delivery. Act on behalf of yourself and your family members.

- Refill - one or more prescriptions for pick-up with the last four digits of your sponsor's SSN, the number part of the prescription number, and where you would like to pick-up your prescriptions
- Status - check the status of a prescription
- Mail Order - enter the TRICARE Mail Order Pharmacy (TMOP) webpage to have your prescription mailed to your home

PRESCRIPTION MAIL ORDER

Mail Order Pharmacy (Express Scripts)

With Mail Order Pharmacy (MOP), picking up your prescriptions is as easy as picking up your mail. You can receive up to a 90-day supply of your formulary generic medication to any address within the U.S.

MOP, more commonly known as Express Scripts, provides you with the option of automatic refills, relieving you of the last minute phone calls or dashes to the pharmacy. It is the most convenient and cost-saving way to refill your prescriptions!

Eligibility

MOP is available to all TRICARE-beneficiaries who are registered in DEERS and who are not covered by any other health insurance (OHI). Family members and retirees may incur co-payments for brand name or non-formulary prescriptions. Please speak with your provider to see if you are able to use this service.



Visit <http://www.tricare.mil/homedelivery>

Signing Up

To sign up for the MOP, you may visit their website or call them directly. To sign up by mail, you must complete the registration form located on their website.



Call 1-877-363-1303



Visit <http://www.express-scripts.com/TRICARE>



Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072-9954

PRESCRIPTION MAIL ORDER



TRICARE® Pharmacy Program

Thank You For Serving Our Great Nation

Home Your Benefits News Tools Safety & Savings Specialty Medication FAQs [+]
Feedback Text size: A A A

IMPORTANT NOTICE

Pharmacy Benefit Change Effective October 1, 2015.
[Learn more](#)

SIGN IN NOW

User Name

Password
 SIGN IN

Remember username
[I forgot my user name](#)
[I forgot my password](#)

OR **DS Logon** [what's this?](#)

NOT REGISTERED?

Create your online account now to:

- Start Home Delivery
- Order refills
- Check order status
- Setup auto refills
- Get an EOB

Create Your Account

IMPORTANT NOTICES

[Notice for TRICARE Beneficiaries Living in Washington State](#) ▶
[New Express Scripts Privacy Policy and Terms of Use effective December 1, 2015 \(PDF file\)](#) ▶

Home Delivery at No Cost

Have your medications shipped to your home at no cost. It's safe, convenient and easy.

- ★ TRICARE Pharmacy Home Delivery
- ★ Enhanced Mail/MTF Pharmacy Initiative
- ★ Get Answers to Common Questions about TRICARE Pharmacy Home Delivery

Fraud, Waste and Abuse

Learn more about what we are doing to fight fraud, waste and abuse.

- ★ What is Fraud, Waste and Abuse?
- ★ Do Your Part: Report Fraud
- ★ Phantom Pharmacies, Real Fraud
- ★ We Protect Those Who Can't Protect Themselves
- ★ Video: The Rx Abuse Epidemic

Try ePrescribing

At your next visit, ask your doctor about electronic prescribing. It's convenient and reduces errors.

[Learn more](#)

“We are proud to provide world-class service and specialized pharmacy care to our men and women in uniform and military retirees, along with their dependents. With beneficiary interests in mind, we are committed to control costs, drive out pharmacy waste and improve health outcomes.”

Ordering Prescriptions

Prescriptions ordered through MOP may or may not be generic medications. By visiting the following website you can determine the potential cost of your prescription(s).



Visit <http://www.tricare.mil/pharmacyformulary>

With few exceptions, TMOP will not fill over the counter (OTC) medications or compound medications. However, you are able to purchase OTC medications at your local pharmacy.



Prescription Delivery

- Your prescriptions will be mailed to your DEERS address at no cost for standard shipping.
- Prescriptions should arrive within 14 days to your address.
- Please ensure your information in DEERS is up to date (see Health Benefits).
- If you desire a next day delivery it is available for an additional cost.
- For more information and assistance on the TRICARE Mail Order Pharmacy you may call their Customer Service Line or visit their website.



Visit <http://www.express-scripts.com/TRICARE>

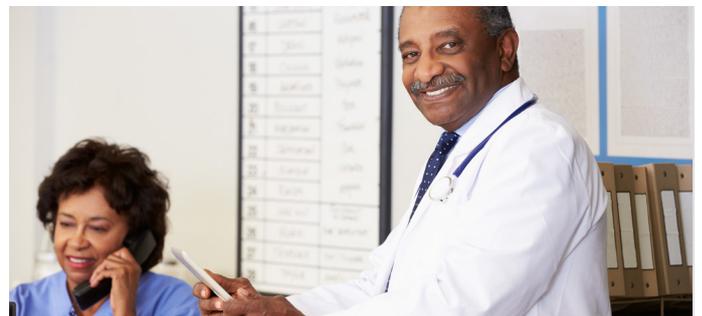


Call 1-877-363-1303



Scan this code using your smartphone to connect to the Express Scripts portal.

NURSE ADVICE LINE



Nurse Advice Line

The Nurse Advice Line (NAL) is a team of Registered Nurses (RN) available by telephone 24 hours a day and 7 days a week. You can call for advice on immediate healthcare needs, and it is free.

When calling the NAL, the RN will ask you a series of questions regarding your specific concerns that can help you make an informed decision regarding your healthcare options; advising self care or if seeing your PCM is necessary.

Help you find a doctor

- Schedule next-day appointment at your clinic
- Answer urgent care questions
- Give you health care advice

All TRICARE beneficiaries in the continental United States, Alaska and Hawaii can get health advice by calling the NAL, toll-free and 24/7.

 Call 1-800-TRICARE (874-2273), Option 1

EMERGENCY CARE

Emergency Care

IF YOU BELIEVE YOU ARE SUFFERING FROM SOMETHING THAT THREATENS YOUR HEALTH, LIFE, OR LIMB, CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM!

Urgent Care

Urgent care is not the same as emergency care. Urgent care needs do not threaten your health, life, or limb. Visit your provider for all urgent care needs. If your provider is not available or if you are traveling, you **MUST** have a referral for urgent care.

If it is after hours or you are not sure if you need urgent care, call the NAL to talk to a registered nurse.



Call 1-800-TRICARE (874-2273), Option 1

TRICARE Urgent Care Pilot Program

Beginning May 23, 2016, certain TRICARE beneficiaries enrolled in a TRICARE Prime benefit program will be able to receive urgent care services two times per fiscal year (Oct. 1 to Sept. 30) without a referral through the TRICARE Urgent Care Pilot program.

Normally, TRICARE Prime beneficiaries are required to have a referral or authorization for any care received outside of their primary care manager. The Urgent Care Pilot program will allow beneficiaries to “self-refer” twice in a fiscal year to a TRICARE network provider, TRICARE-authorized provider or TRICARE-authorized urgent care or convenience care clinic for urgent care services. The Defense Health Agency is scheduled to run the TRICARE Urgent Care Pilot for three years.

For more information regarding the program or to obtain a list of authorized TRICARE providers, go to TRICARE.mil > Plans > Special Programs > Urgent Care Pilot Program.

Follow-Up

If you received emergency care, we contact you (the patient) via phone after you have been to the emergency room to schedule a follow-up appointment. Please be sure to bring any paperwork that you received from the emergency room.

LOCATIONS

*= Retirees and Family Members Only

NBHC, CHULA VISTA *



644 Naples Street,
Chula Vista, CA 91911



Clinic: Mon-Fri 0800-1600
Civilian Rx: Mon-Fri 0800-1500



Clinic: 1-619-744-5355
Laboratory: 1-619-744-5384
Pharmacy: 1-619-744-5388



Fax 1-877-363-1303

NBHC, EASTLAKE *



2300 Boswell Road, Ste. 190,
Chula Vista, CA 91914



Clinic: Mon-Fri 0800-1600
Civilian Rx: Mon-Fri 0800-1500



Clinic: 1-619-216-5500
Laboratory: 1-619-216-5540
Pharmacy: 1-619-216-5539



Fax 1-619-216-5509

NBHC, KEARNY MESA *



8808 Balboa Avenue,
San Diego, CA 92123



Clinic: Mon-Fri 0730-1600
Civilian Rx: Mon-Fri 0800-1500



Clinic: 1-619-645-0155
Laboratory: 1-619-645-0172
Pharmacy: 1-619-645-0168



Fax: 1-619-645-0198

NBHC, MCAS MIRAMAR



Bauer Road, Bldg. 2496,
San Diego, CA 92145



Clinic: Mon-Fri 0700-1600
Civilian Rx: Mon-Fri 0730-1500



Clinic: 1-858-577-9944
Laboratory: 1-858-577-9880
Pharmacy: 1-858-577-9960



Fax: 1-858-577-9965

NBHC, NAF EL CENTRO



8th Street, Bldg. 523,
El Centro, CA 92243



Clinic: Mon-Fri 0730-1600
Civilian Rx: Mon-Fri 0800-1500



Clinic: 1-760-339-2674
Laboratory: 1-760-339-2979
Pharmacy: 1-760-339-2631



Fax: 1-760-339-2661

NBHC, NAVAL BASE CORONADO



McCain Boulevard, Bldg. 601,
San Diego, CA 92135



Clinic: Mon-Fri 0730-1600
Civilian Rx: Mon-Fri 0800-1500



Clinic: 1-619-545-9473
Laboratory: 1-619-545-0445
Pharmacy: 1-619-545-4290



Fax: 1-619-545-0761

LOCATIONS

MILITARY HEALTH CENTER



34800 Bob Wilson Drive, Bldg. 1,
San Diego, CA 92134



Pharmacy: Mon-Fri 0800-2100
Sat-Sun 0800-1800
Civilian Rx: Mon-Fri 0800-2100
Sat-Sun 0800-1800
Laboratory: Mon-Fri 0600-1800
Sat 0600-1500
Sun 0700-1200



Clinic: 1-619-532-6666

NBHC, RANCHO BERNARDO *



11770 Bernardo Plaza Ct., Ste. 250,
San Diego, CA 92128



Clinic: Mon-Fri 0715-1600
Civilian Rx: Mon-Fri 0730-1500



Clinic: 1-858-673-2300
Laboratory: 1-858-673-2341
Pharmacy: 1-858-673-2342



Fax: 1-858-577-2309

NBHC, NAVAL TRAINING CENTER



2501 Cushing Road,
San Diego, CA 92106



Clinic: Mon-Fri 0700-1600
Civilian Rx: Mon-Fri 0800-1600



Clinic: 1-619-524-4947
Laboratory: 1-619-524-6088
Pharmacy: 1-619-524-0931



Fax: 1-619-524-0086

NBHC, MARINE CORP RECRUIT DEPOT



35000 Guadalcanal Street, Bldg. 596,
San Diego, CA 92140



Staff: Mon-Fri - 0700-1530
Acute: Mon-Fri 0630-1900
Sat/Holidays 0700-1530
Recruit: Mon-Fri 0600-1530
Sat/Holidays 0700-1530



Clinic: 1-619-524-4045
Laboratory: 1-619-524-8373
Pharmacy: 1-619-524-5034



Fax: 1-619-524-0852

NAVAL BASE SD NAVSTA (Pharmacy only)



2260 Callagan Highway, Bldg. 3187A,
San Diego, CA 92106



Pharmacy: Mon-Fri 0800-1630
Sat 0830-1630
Civilian Rx: Mon-Fri 0800-1530
Sat 0830-1530



Pharmacy: 1-619-556-9371

NBHC, NAVAL BASE SD



2450 Craven Street, Bldg. 3300,
San Diego, CA 92104



Clinic: Mon-Fri 0700-1600
Civilian Rx: Mon-Fri 0800-1530



Clinic: 1-619-556-8084
Laboratory: 1-619-556-8088
Pharmacy: 1-619-556-8087



Fax: 1-619-556-9419

