18 November 2008

HEALTH CARE CONSUMERS' COUNCIL
MINUTES

The Health Care Consumers' Council was held at 1000, Tuesday, 18 November 2008, at the Naval Health Clinic (NHC), Conference Room, Patuxent River.

1. CAPT Schmeiser, Executive Officer, Naval Air Station and CAPT McCormick-Boyle, Commanding Officer, Naval Health Clinic, Patuxent River (NHCPR), welcomed those in attendance and asked that information from this forum be taken back to staff members. CAPT Macyko, Commanding Officer, Naval Air Station, was unable to attend due to a prior commitment.

2. LCDR Stephens, Director for Administration.

a. Renovations: Work is in progress on removing cement material from the beams within the Command. The next move will be to begin work on the roof which may cause heat and tar smells from the materials being used but it should not affect patient care.

3. LCDR Working, Director Healthcare Business (representing CAPT Scott, Director for Health Services) CAPT Scott could not be available today due to Joint Commission Medication Management Teleconference.

a. New Providers: Doctor Sheoran, the new pediatrician, will be starting on December 8, 2008. The date of her first appointment and schedule opening for booking TBA.. Children who have been switched to Family Medicine from Pediatrics after the retirement of Dr. Yoon can either stay with Family Medicine or request enrollment with the new pediatrician. Reassignment is not automatic, requests should be given to Evelyn Millen in the TRICARE office. LT Lopez, Physician Assistant, started last month. He will be working in the Family Medicine Clinic. This should increase the clinic's capacity and access.

b. Holiday Hours: The Clinic's Holiday hours were announced. The updated hours are posted on the Clinic's website and signs will be posted in the Clinic and the Pharmacy. On the days after the Federal Holidays (November 28th, December 26th, and January 2nd) the majority of the appointments will be acute (same day), with a small number of wellness and routine appointments. In reviewing past utilization, there is a higher need for acute appointments on these days. This should minimize the no-show rate.

4. CDR Padgett, Flight Surgeon, Aviation Medicine:

a. Flu Vaccines: Special thanks for the hard work of the units getting folks to the flu vaccine. 62% of active duty have been vaccinated. Currently, there are 828 remaining who still require immunization. They will receive individual e-mails starting on 1 Dec and again on 15 Dec if they are still deficient, reminding them how to get this mandatory vaccine. Please emphasize to your AD personnel that you expect them to have completed this mandatory vaccine before the holiday vacation period starts. On January 1, flu vaccine data will begin showing on the Medical Readiness Reporting System (MRRS) Individual Medical Readiness (IMR) unit reports.

for patients to book. Acute (same-day), Routine, and Established (follow-up) appointment types will be available in Military Medicine, Family Medicine, and Pediatrics. POC: LCDR Working at 301-995-3681 or Ms. Jane Hambel at 301-995-4980.

c. Traveling during the holidays: ADSMs and their families are highly encouraged to be familiar with TRICARE guidelines when traveling outside the Pax River region during the upcoming holiday season. Emergency care does not require pre-authorization or a PCM referral. However, if urgent care is needed, please call Health Net at 1-877-TRICARE and call the Pax River clinic within a couple of working days after the urgent care visit so the PCM can enter a retroactive referral. If authorization for urgent care is not obtained from the PCM, the patient will be sent a bill from TRICARE. Emergency and urgent care information is posted on the NHC Pax River internet site.

d. Referrals and Access Standards: CAPT McCormick-Boyle stated that according to TRICARE access standards, referrals for specialty appointments at Bethesda or Walter Reed should be seen within the required access standard of 28 days. If individuals have been told to callback for an appointment next month, they should contact NHCPR to speak with someone who can assist with the appointment to Bethesda, Walter Reed, or a network provider, if necessary.

6. Ms. Murphy, TRICARE Service Center (TSC)/Community Representative:

a. Reinforced the information provided by LCDR Working regarding Express Scripts and travel during the holidays.

b. TRICARE Brief: Staff is available to go to commands/squadrons to give a TRICARE brief. Clinic staff will accompany if you would like medical issues discussed too. Please contact Ms. Murphy at 301-866-6063 to schedule.

7. Ms. Lolita Tyler-Lockett, Fleet and Family Service Center (FFSC):

a. Vacancy positions filled: The Sexual Assault Response Coordinator and the Family Advocacy Nurse positions have been filled.

b. Military Family Movie Night: Tonight, Tuesday, November 18 at 1800, is the Military Family Movie night at the base theater.

c. New Parents Support Program: Stressed the importance of the coordination between Ms. Judy Rudy, OB Nurse and Case Manager, and the New Parents Support Program personnel. The program is designed for expectant parents and parents of children from birth to 3 years of age to reduce the risk of abuse. The program and assist with information regarding breast-feeding and sleeping patterns problems. It is a voluntary program.

8. Ms. Ashton, Health Promotion.

a. Ship Shape will begin on 4 DEC 08, 1000-1130. Location is still to be determined. MA1 Swope is locating a space large enough to accommodate about 40 people. If you have individuals who would like to sign up, there is a "Ship Shape" link on the clinic's website that will send an e-mail to Ms. Ashton at mindy.ashton@med.navy.mil.

scheduled for Tuesday, 20 January 2009, however, due to the MLK Holiday and inauguration day an alternate will be determined. The agenda and date will be distributed.

If a representative would like to have a topic covered at this forum, please contact the Commanding Officer at extension 2-1462.

Submitted:

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