

HEALTH CARE CONSUMER COUNCIL
MINUTES

The Health Care Consumer Council was held at 1000, Tuesday, 15 Jan 2013, at the Naval Health Clinic Patuxent River (NHC), Command Conference Room.

CAPT Vernere, CO, Naval Health Clinic: We are having a bad flu season. We have over 800 vaccines – get your flu shot.

LCDR Faith, Director Healthcare Business, Naval Health Clinic: NH CPR will be holding town hall meetings in February. We want to hear from our beneficiaries. We will host these meetings in hopes of receiving information from our beneficiaries on what NH CPR does well and/or needs to improve on. These meetings are not for us to pass information but simply to hear the voice of the customer.

CDR Tizon, Director For Administration: The renovations at the physical therapy clinic should be completed this month. The immunizations clinic will be the next project this spring.

Mr. Koch, Director, Public Health (Attachment #3): The flu is moving from the east coast to the west. Ninety three percent of Pax active duty have been vaccinated. Currently, only approximately 10% of patients return for the reading. It is imperative that patients get their PPD (tuberculosis test) read after three days – no exceptions.

HM2 Toussaint, Deployment Health (Attachment #4): Please schedule your PHA during your birth month. If your birth month is not convenient, you may come in advance just let us know. You must always be ready.

CAPT McDonald, CO, Naval Health Clinic: We are your assistants in your health care. However, we need you to come through our doors in order for us to assist you. We need the CO's to take charge of their troops and get their people here so we can make them ready. Readiness is 24/7, not only during PRT time. It helps with the flow if people come in during their birth month but like HM2 Toussaint said, if you're unable to, let us know. Again, we are your assistants in your health care.

CAPT Grzesik, Department Head, Dental Clinic: Ninety five percent of Pax River active duty members are dental ready. The no-show rate has gone down to 2% - thank you, keep it up.

Lynda Foster, Medical Records Manager: When people are checking into NH CPR, please go to the Tricare Service Center (located near our quarterdeck) and then go to the medical records department and then to the dental clinic. If you have a new baby, you may call on the phone and register the baby so you may make an appointment for the baby. Before you come for the appointment, please go to PSD and update your DEERS. On the day of your appointment go to the Tricare Service Center and then to the medical records department to establish a medical record. To check-out of NH CPR, bring a copy of your orders to the medical records department and to the dental clinic (as soon as you can) and you be told when you can pick up your original medical/dental record. If you want to request a copy of your medical record, you will receive a CD or a hard copy of your record (your choice); however, if you desire both, a fee will be incurred. To maintain continuity of care, you can request a copy of your medical record or a portion of your medical record to take to your appointment when you have an out of clinic appointment. Outside military treatment facility appointments do not require a copy of the original medical record as the DoD has an electronic medical records for all in the DoD with a need to know access. Personnel having flight physicals out of this clinic may take their original medical record but must return the medical record STAT. A policy statement is currently being put in place.

CAPT Vernere, CO, Naval Health Clinic: When it's beneficial to continuity of care, you may request a copy of your medical record or a portion of your medical record to take with you to an out of clinic appointment. This is a new instruction and we are developing a policy statement.

CAPT Shevchuk, Executive Officer, Naval Air Station Patuxent River: Please be open and share your experiences with things like winter storms, the flu, etc.; it may help others diminish the "it won't happen to me" thought-process. In order to be mission-ready, you must be prepared for the things that can affect your ready status.

Mr. Carpenter, TRICARE Service Center Administrator, HNFS (Attachment #5, #6): Please see attachments for information regarding new copays for TRICARE pharmacy customers and changes to prime service areas. I encourage you to utilize me by requesting a Tricare presentation at your Command. This presentation is for your benefit and provides a large amount of very relevant information that every beneficiary should know.

Ms. Schmid, Fleet and Family Support Center: FFSC realizes that it is not always possible for AD members to go to the FFSC; therefore, FFSC staff is able to hold programs outside of the FFSC. FFSC hears your feedback – they heard that the Anger Mgmt. program was too long at one hour for six weeks so they made it two hours for three weeks. GS employees can attend Anger Management if the class has 50% a active duty member participation rate.

Dawn Simpson, School Liaison Officer: The superintendent of St. Mary's County schools has been monitoring the attendance rate during this flu season; it ebbs and flows. The schools have been educating the children on hand washing and how to cover your cough. NHCPR has the necessary forms to complete your child's physical.

CAPT Shevchuk, Executive Officer, Naval Air Station Patuxent River: Bravo Zulu to Ms. Schmid and all who facilitated NAVAIR's suicide awareness campaign.

Ms. Shaw, MedStar St. Mary's Hospital Health Connections (MSMH): The emergency department has been at full capacity for over a month; had to open a closed wing of the hospital to accommodate all the patients; please utilize urgent care if it is not an emergency. Health Connections' doors are open Mon-Fri for flu shots – walk-in's welcome. MSMH was awarded funding to build a "one-stop-shop" in Great Mills. The facility plans to have primary care and behavioral health services; this will be located on the corner of Chancellors Run Road and Great Mills Road.

Ms. Campbell, Calvert Memorial Hospital (CMH): Emergency department has been jam-packed as well; please utilize urgent care if it is not an emergency. CMH now has a central scheduling system which is a more efficient method of scheduling outpatient procedures. In February 2013, the outpatient infusion center will open; this will be located adjacent to CMH.

CAPT Hearn, Director Healthcare Services: NHCPR has access to emergency records via an online system with MedStar St. Mary's Hospital; we'd like to have that with Calvert Memorial Hospital.

Ms. Campbell, Calvert Memorial Hospital (CMH): Stephanie Blundell is coordinating with Ms. Campbell on getting NHCPR access to the records.

Mr. Koch, Director, Public Health: Active duty military interested in participating in the Ship Shape program during duty hours and those enrolled in the Fitness Enhancement Program must contact their command fitness leader to obtain a recommendation and referral from their commanding officer or officer in charge. For more information about the program, call the Clinic's Health Promotion Department at 301-342-4050.

Ms. Rudy, Case Management: NHCPR has three case managers. Patients do not need a referral to see them; please walk-in, they are happy to assist.

CAPT Hearn, Director Healthcare Services: We have a lot of young, single sailors with children on this base that try to navigate the health care system (WRNMMC, Fort Belvoir, NAF, etc.). Case management can help these folks, please utilize our case managers.

Ms. Shaw, MedStar St. Mary's Hospital Health Connections (MSMH): We now have a pediatric cardiologist and pediatric endocrinologist in St. Mary's County.

Ms. Quinn, Customer Relations Officer, Naval Health Clinic: Please keep a look out for the town hall information and pass to all beneficiaries. If you have an idea of a best time/location for these meetings, please contact me (301) 995-4980. "Like" NHCPR on Facebook (<https://www.facebook.com/NHCPaxRiver>) it is a great way to receive information. Also, visit our new website (<http://www.med.navy.mil/sites/paxriver/Pages/index.html>)

The meeting adjourned at 1100. Representatives were asked to pass information from this meeting to all members of their commands.

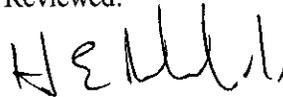
The next Health Care Consumer Council meeting is scheduled for Tuesday, 19 Mar 2013 at 1000. If a representative would like to have a topic covered at this forum, please contact Ms. Quinn, Customer Relations Officer 301-995-4980.

Submitted:



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