

HEALTH CARE CONSUMERS' COUNCIL
MINUTES

The Health Care Consumers' Council was held at 1000, Tuesday, 18 Sept 2012, at the Naval Health Clinic Patuxent River (NHC), Command Conference Room.

1. CAPT Vernere, CO, Naval Health Clinic: Has been here for two weeks and is "all ears." He is reviewing the need for NHC's continuation of Wednesday afternoon closures.
2. CAPT Shevchuk, Executive Officer, Naval Air Station Patuxent River: Welcomed new NHC CO and reaffirmed partnership between NAS and NHC to provide exceptional services to our tenants, troops, and families. Had a positive experience this week completing a flight physical, getting the annual flu shot and an optometry appointment. Met with many tenant XOs on Friday, 14 Sep, to emphasize the need for coordination and communication through meetings like the HCCC.
3. LCDR Faith, Director Healthcare Business, Naval Health Clinic: NHC will be closing at noon on Fri. 05 Oct 2012. Asked if the advertisements that we put out regarding our closing were effective and being received; all in attendance said they were.
4. LCDR Tizon, Director For Administration (DFA): Currently no facilities projects. Dental/Med Home Port/Heads renovations completed. In the next 3-6 months, the immunization clinic will be renovated; very little patient impact, if any. NHC now has plenty of staff and patient parking.
5. CAPT Shevchuk, Executive Officer, Naval Air Station Patuxent River: Effective 01 Oct 2012, the shuttle between NAS Patuxent River and Bethesda/WRNMMC will no longer be provided. The shuttle will continue to go from the NAS to Reagan National Airport. CNIC and BUMED determined the cost of the contract was unjustifiable. Tenants will need to determine the best option for transportation of their Sailors, potentially through employing a duty driver.
6. AWOCS Brown, VX-20: Asked if mileage reimbursement can be given to those that have to drive to Walter Reed Medical Center. CAPT Shevchuk and CAPT McDonald answered no due to the distance not meeting the 100 miles one-way requirement for reimbursement.
7. CAPT Vernere, CO, Naval Health Clinic: Will look at data and try to compensate somehow even if it is having providers refer patients locally (when possible/beneficial to patient). Will look into bringing more specialists, more frequently to NHC as well.
6. Mr. Koch, Director, Public Health (Attachment #1): Information from the St. Mary's County Health Department and the Maryland Department of Health and Mental Hygiene indicate that there have not been any confirmed cases of the swine flu nor West Nile Virus in the Tri-County Area. St. Mary's Health Department stated that they have worked with State Fair planners to disseminate information and ensure ample hand washing stations are available at the fair this year. Incidence of Pertussis is still an issue nationally, and parents are strongly encouraged to ensure that their and their children's vaccinations are current. Currently the local incidence of seasonal flu is marginal. Cases usually tend to spike around Jan-Feb. Seasonal Influenza Vaccine became available to all beneficiaries on 27 August. Preventive Medicine has conducted numerous on-site (squadron) Flu-shot events, and conducted a Base shot event 17-19 Sep. The next Base shot event is scheduled for

1-3 Oct at the Base Theater. ADMS who receive vaccination from a non-MTF must bring in verification of vaccination to their local MTF as soon as possible.

7. HM2 Toussaint, Deployment Health (Attachment #2): Your PHA is good for one year/two PRT cycles. PRIMS & MERS do not synchronize; must update individually.

8. CAPT McDonald, XO, Naval Health Clinic: We need you to help us. Get your people in the door and we'll take it from there.

9. Ms. Edick, Deployment Health: Referenced article in *America's Navy* regarding PRIMS; article can be found here: http://www.navy.mil/submit/display.asp?story_id=52463
Reiterated Command Fitness Leaders are responsible for updating PRIMS, not NHC staff.

10. CAPT Grzesik, Department Head, Dental Clinic (Attachment #3): It is imperative to give as much notice as possible when canceling your dental appointment. It is very difficult to fill the slot after receiving short notice. This is not cost efficient as a missed appointment costs the government \$289-\$334.

11. Mr. Carpenter, TRICARE Service Center Administrator, HNFS: If you live more than 30 minutes drive time from your PCM, you must fill out the Drive Time Waiver form that Tricare mails to you; if you do not, you will be switched to a PCM within 30 minutes of your home. In order to get reimbursed for mileage, your appointment must be 100 miles one-way from your PCM's office. If you meet this requirement, your health benefits advisor must fill out a Travel Reimbursement form and submit to Tricare. Please call Mr. Carpenter (301-866-6060) for presentations on Tricare for your command; it lessens the flow of walk-in's at NHC and clears up any misinformation.

12. Mrs. Tyler-Lockett, Fleet and Family Support Center (Attachment #4): List of classes in Beacon. September is Ombudsman Appreciation Month and October is Domestic Violence Awareness Month.

13. Ms. Schmidt, Fleet and Family Support Center (Attachment #5): September is Suicide Awareness Month; in addition there is training during the first week of November. Don't forget about the Laps for Life event; MedStar St. Mary's Hospital and Walden Sierra will be there. Staff at FFSC available to come to your command to train on variety of topics. A new Anger Management course begins 25 Oct 2012.

14. Dawn Simpson, School Liaison Officer (Attachment #6): Children will receive their flu shots from their school; child must have permission slip from parent. Early Childhood Fair coming up as well.

15. Ms. Shaw, MedStar St. Mary's Hospital Health Connections: Flu shots available to public beginning in Oct. for \$20; cash, check, Visa, MasterCard and Medicare accepted. Hospital has 2500 vaccinations for hospital staff and public; low/no income individuals may get vaccination at no cost. Get Connected To Health, a primary care service via a mobile unit, is active five days a week; see a medical provider for a \$15 co-pay. Diverse Health Link classes are available, mostly at no-charge, held throughout community and at hospital. The Community Alcohol Coalition received grant for an alcohol awareness campaign to discuss hazards of binge drinking. Please see MedStar St. Mary's Hospital's Healthy Living publication (available online) for details on all Health Connections events and classes.

16. Ms. Ashton, Health Promotion: October is Breast Health Awareness Month, November is Diabetes Awareness Month and the Great American Smoke Out and December is The three D's event (drunk, drugged, distracted [while driving]). Ship Shape will also start in Nov, find information on NHC's Homepage, click Ship Shape in the right-hand column:
<http://www.med.navy.mil/sites/paxriver/Pages/indexMedHm.aspx>
Call Ms Ashton (301-342-4050) for presentations on a variety of health topics.

17. Ms. Rudy, Case Management (Attachment #7): NHC can handle complex behavioral health needs. Currently hiring case manager for Dahlgren and Indian Head.

18. LCDR Faith, Director Healthcare Business, Naval Health Clinic: Introduced new Customer Relations Officer, Ms. Nicole Quinn.

19. Ms. Quinn, Customer Relations Officer, Naval Health Clinic: Goal is to have this room filled with recipients of NHC's care in order to provide us with feedback. NHC is very process-improvement driven, we welcome all concerns, questions, compliments and suggestions.

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

The next Health Care Consumers' Council meeting is scheduled for Tuesday, 20 Nov 2012 at 1000. The agenda will be distributed prior to the meeting. If a representative would like to have a topic covered at this forum, please contact the Ms. Quinn, Customer Relations Officer (301-995-4980).

Submitted:

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Reviewed:

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