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# NBHC Belle Chasse



## CO's Welcome



**CAPT Maureen O. Padden**  
Medical Corps, United States Navy

Welcome! You are currently assigned to a Primary Care Manager (PCM) on "Team Mardi Gras" at the Naval Branch Health Clinic (NBHC) Belle Chasse, who has been entrusted to provide for all of your healthcare needs. "Team Mardi Gras" is one of our Medical Home Port Teams, which is Navy Medicine's highly effective implementation of the patient centered medical home.

Your Medical Home Port consists of a team of providers, nurses, corpsmen and other support staff charged with providing all aspects of your healthcare in a more personalized, patient centered fashion. Your Medical Home Port's goal is to provide the same high quality healthcare you have come to expect while providing same day access to care when desired and ensuring the highest satisfaction. Though our goal is for you to see your assigned PCM, when they are not available, rest assured another member of the close knit team will be there ready to address your needs. We know you best and are committed to ensuring that you get the most personalized care possible. We have expanded our ability to meet your healthcare services by implementing new avenues to provide aspects of care that do not always require a face to face visit. Our implementation of secure e-mail communication using RelayHealth has been highly effective and highly satisfying for our providers and our patients—please take the time to sign up and use this great tool to communicate with your healthcare team! Our goal is to ensure that all of your primary care needs are delivered in your assigned team, thus alleviating long waits in Emergency Rooms for routine care and ensuring that your team stays active in addressing your healthcare needs. The success of Medical Home Port requires a partnership between our patients and the NHP team as we navigate and optimize your health together. When you have a need for healthcare, please call us first. We are committed to getting you in at a time that is convenient to you and disrupts your busy lives the least!

### How will I contact my Medical Home Port "Team Mardi Gras"?

Simply call the appointment line at (504) 678-7914 during business hours (Monday-Friday, 0730-1600, except federal holidays) to schedule a same-day or future appointment with your PCM or team colleague. Acute (same-day appointments, routine and follow-up care can be arranged by calling the appointment line number. We will also be monitoring your medical needs and will proactively contact you to schedule preventive health care at a time convenient for you.

After normal clinic hours, you may make an appointment or leave a telephone message for the Medical Home by calling Central Appointments at 1-877-879-1621, Monday through Friday, 0600-0730/1630-1700. Patients may also contact the clinic directly to schedule an appointment at (504) 678-7914, 0730-1600, Monday through Friday, except federal holidays. Beneficiaries who are enrolled to Naval Branch Health Clinic Belle Chasse, may also utilize the Nurse Advice Line at 1-800-TRICARE (1-800-874-2273), option 1. This service provides nursing advice 24 hours a day, seven days a week. The Nurse Advice Line can provide clinical advice and book appointments when the clinic is closed.

You may also contact your PCM or team nurse by utilizing RelayHealth. RelayHealth uses secure electronic messaging from your computer and allows you to communicate with your medical home port team, request appointments and much more. Please see page 3 of this brochure for more information about RelayHealth.





### ***Our Agreement***

#### **Joining Your Medical Home Port Team**

To make the most of our partnership, we promise to be respectful, collaborative and accessible. In turn, we ask that you engage in ongoing communication with us and that you take charge of your health.

#### **Our Responsibilities**

- Listen to you
- Coordinate all aspects of your medical care
- Explain diseases, treatments, results and answer any questions you may have
- Provide you and your family with information about staying healthy
- Be available and accessible for your health care needs
- See you in the office on the same day you need it - by your PCM or Med Home Team
- Remind you about important vaccines, tests and other preventive health measures
- Keep your medical information private
- To provide evidence-based care and offer self-management support

#### **Your Responsibilities**

- Book appointments with your Medical Home Port Team by calling (504) 678-7914 between 0730-1600, Monday-Friday or 1-800-879-1621 after-hours. Or, request appointments via secure email by registering at [www.RelayHealth.com](http://www.RelayHealth.com)
- Communicate with your team if an issue arises (except an emergency--please call 911)
- Book an Acute same-day appointment for non-emergent illnesses or injuries rather than going to the emergency room or urgent care center
- Keep your appointments, arrive on time, and if you can't make it, contact us
- Inform your medical team of your medical history and keep us informed regarding any medical visits outside your medical home port and provide any documentation
- Bring an up-to-date medication list to all your appointments
- Follow your care plan as best you can
- Use all available tools for communication—such as secure emails and phone visits
- Always provide us feedback so we can continue to improve your care and services

**Thank you and welcome to the team.**

### ***Important Phone Numbers:***

<b>NBHC Belle Chasse</b>	<b>(504) 678-7914</b>
Aviation Medicine	(504) 678-3665
Behavioral Health	(504) 678-7929
Central Appointments	1-877-879-1621
Dental Appointments	(504) 678-7965
Health Benefits Office	(504) 678-4555
Laboratory	(504) 678-7950
Managed Care	(504) 678-7916/7907
Medical Boards	(504) 678-3664
Medical Records	(504) 678-7905/7944
Nurse Advice Line	1-800-TRICARE, option 1 (1-800-874-2273)
Occupational Health	(504) 678-3485/7972
Optometry	(504) 678-7927
Pharmacy Main	(504) 678-3383
Pharmacy Refills	1-888-513-4164
Physical Therapy	(504) 678-7921
Radiology	(504) 678-7939
TRICARE/Humana Military	1-800-444-5445



## Other Services Provided

Here are some other team members and how they may help care for you!

### Disease Management Nurse / Health Promotions Team

This team provides assistance with education and management of chronic disorders, such as diabetes, hypertension, high cholesterol and asthma.

### Behavioral Health

Behavioral Health services are available via our Medical Home Port Internal Behavioral Health Consultant (IBHC). Our IBHC is trained in the behavioral management for a variety of health and behavioral problems. The IBHC works closely with the patient and their PCM in determining the appropriate plan of care. This service is available to all beneficiaries enrolled to our clinic. Psychiatric services are also available by referral from your PCM. Another confidential counseling option is the Department of Defense-funded program called Military OneSource. Military OneSource is a no-cost service available to Active duty, National Guard, and reserve members, and their family members. For more information, call 1-800-342-9647 or visit their website at [www.militaryonesource.mil](http://www.militaryonesource.mil).

### Ancillary Services

Our clinic can provide limited laboratory and radiological services. Physical Therapy services are available to active duty and active duty family members (space available). Optometry and Dental services are available for active duty members.

### Nurse/LPN

The nurses assist with medication refills, test results, referrals, triage, returning your phone calls and more.

### Case Manager

If you have multiple medical problems, multiple specialty consultants, or other complicating matters that are interfering with your care, the case manager can assist you. Generally, your provider will ask the case manager to contact you should they see a need.



### Greetings from the Officer in Charge

We are "Team NOLA!" We aggressively address readiness, population health and attack illness. We support each other and partner with our patients. And we are the preferred healthcare team for military beneficiaries in the greater New Orleans area. We welcome all Department of Defense beneficiaries enrolled to NAS JRB Belle Chasse Medical Home Port Primary Care Clinic. We recognize that it's a privilege to care for the war fighters and their family members that support our great Nation!

Our mission is to provide high quality healthcare to you and your family. Our goal is for you to see your assigned PCM whenever possible. When they are not available, rest assured another member of the close knit team will be available to address your needs. Our goal is to ensure that primary care is delivered in your medical home, alleviating long waits in the surrounding communities' Emergency Rooms/Urgent Care Centers for routine care and ensuring that your team stays active in addressing your healthcare needs. The success of Medical Home Port is a joint venture between our patients and the NHP team.

### Primary Care Manager (PCM)

Your PCM is the physician, nurse practitioner, physician assistant or independent duty corpsman (IDC) that is central to your health care. Your PCM takes care of your chronic medical conditions or preventive health care and any acute or urgent care needs. He or she may request a consultation with a specialist or an ancillary service to assist in your care. To ensure that you receive the best comprehensive medical care, you should only have one PCM. You should not be using two or more providers as your PCM.

### RelayHealth

NBHC Belle Chasse is online via secure electronic messaging. You can do a number of exciting things online, such as: request your next appointment, request medication refills, receive your test and lab results, maintain your Personal Health Record or confer with a Registered Nurse. Our response time for messages is within one business day, but additional time may be necessary for a full resolution of your issue. Please do not utilize RelayHealth for urgent issues. For more information, visit [www.RelayHealth.com](http://www.RelayHealth.com) or ask our front desk for an enrollment form. If you have an urgent condition, please call the clinic during business hours. You may also call the 24/7 Nurse Advice Line at 1-800-TRICARE, option 1. Call 911 in an emergency, or proceed to the nearest ER.

### Nurse Advice: (also known as a Telephone Consult)

There may be times when you have a health question that may not require an appointment. We encourage you to call and ask to discuss with the team nurse or medical assistant. Our team will consult with your provider as necessary and will return your call within a maximum of 72 hours (three business days).

### Voice Messages

When you call our clinic, we make every attempt to answer your call at that time. However, there are some circumstances (such as working with another patient) that prevent us from answering right away and you may need to leave a message. We will return your call as soon as possible during normal business hours, generally within 72 business hours. Multiple messages for the same situation can delay our response time.

### Appointments

**Same-day** appointment – you call in and we make every effort to see you within 24 hours. These appointments are intended for urgent needs that can be addressed here in the clinic.

**Future** appointment – that is *any date* in the future. These appointments are for chronic concerns, health maintenance exams or any other type of follow-up visit.

### Late Show Policy

If you are less than 10 minutes late we can still see you at your scheduled appointment time. If you arrive more than 10 minutes after your scheduled appointment time, we will offer you several options. One option is for you to wait and we will make every effort to work you in as soon as possible, which could be much later in the day. Or, if another team provider is available, we may be able to have you seen by a different provider on your Medical Home Port team. You also have the option to reschedule for another date.

### Medication Refills - General

Your medication bottle label will indicate how many (if any) refills are left on that medication. If you have refills remaining as indicated on the label, please call the pharmacy at 1-888-513-4164 (this phone number is also located on your medication bottle). Refills should be called in about one week in advance to allow for the refills to be completed and available for your pick up. If the bottle label indicates zero refills, you will need to call the clinic to request a renewal. Occasionally, your prescription bottle may indicate a refill is available, but if the original prescription was placed more than one year ago, the prescription has expired and you will need to request a renewal for this medication. Please allow 72 business hours when calling in for a medication renewal.



### Medication Refills - Controlled Substances

There are many classes of drugs in this category, which include narcotic medications for pain and benzodiazepines for anxiety. Controlled substances are useful to treat many conditions, but can also be dangerous if not monitored appropriately. Allow our clinic to do this safely by only obtaining your narcotics from one provider. We understand that unavoidable circumstances do occur, often in emergency situations, so please inform us when another provider prescribes a pain medication for you. Please allow 72 business hours to have the medication refilled/renewed.

### Civilian Prescriptions

The NBHC Belle Chasse pharmacy will honor civilian provider prescriptions for medications that are on our hospital formulary. You can take your civilian provider prescription directly to the pharmacy to be filled. If the prescription is for a medication that is not on the formulary, as long as the referral was generated at the request of an NBHC Belle Chasse provider, then the medication can be dispensed under the referral physician's name. It is against licensing privileges for your provider or team member to renew outside provider prescriptions or complete outside provider lab orders without proper evaluation. Our team staff members are instructed to refer you for an appointment with your provider to discuss any new medications.

### Civilian Consultations

There may be times when your provider would like a specialist or another service (such as orthopedics, neurologist, etc.) to assist with your care. In these cases, a referral or consultation request is submitted and if the services are not available, you will receive notification from TRICARE providing instructions for making the appointment. **Please do not make an appointment or schedule surgery prior to approval.** The consultation request or referral covers all services requested by that specialist. If you need assistance with, or have questions concerning the referral process, please let us know.

### Pregnancy

All pregnant patients will be asked to come to the clinic for confirmatory testing and to have a brief pregnancy intake and screening completed. Active Duty Service Members will also be seen by our Occupational Health Clinic, and a referral will be placed to a provider out in town to manage the pregnancy.

### Patient Feedback

Your comments and experiences are important to us. If you wish to provide feedback, please complete an Interactive Customer Evaluation (ICE) survey card available at the front desk and throughout the clinic. You can also go to [www.med.navy.mil/sites.pcola](http://www.med.navy.mil/sites.pcola) and click on the ICE link. Ask any staff member for more information.



## The Medical Home Model

### NBHC Belle Chasse

The Medical Home Port is based on the concept that patients are at the center of every decision made regarding their care. Our goal is to provide you with timely and personalized care.

### Team Based Health Care

You will have an entire team responsible for your health care. In addition to your Primary Care Manager (PCM), a Registered Nurse (RN), and/or a Licensed Vocational Nurse (LVN), a Hospital Corpsman and/or Medical Assistant will be part of your health care team. This team will partner with you to fulfill administrative requests and provide additional medical services.

### Improved Access to Your PCM and Team

If you contact the call center to speak with your Medical Home Team, a representative from your team will make every effort to contact you the same day or within 72 business hours for non-urgent issues.

### Proactive Health Care

A member of your team will contact you to ensure that you have your preventive and monitored health care needs met. In addition, they will help schedule these services to ensure an easier process.



### What can I do to help myself obtain optimal health care?

1. In order for us to communicate directly with you for needed services, please ensure that we have the most up-to-date contact information for you and your family. Please provide your address, phone numbers (including cell numbers) and your current e-mail address.
2. Please help us help you by scheduling your preventive screenings for colonoscopy, cervical cancer, breast cancer and immunizations in a timely manner. This is a partnership—and we need you to be involved!
3. Learn more about your chronic medical conditions and ask questions. We will be providing information about your specific conditions; having you manage your health care has proven to lead to better health for you!
4. Register via [www.tricareonline.com](http://www.tricareonline.com) for access to 'Blue Button.' This service will allow you to view, download, print or share available Personal Health Data from your electronic health record. Information is extracted from AHLTA, the military's electronic health record.

### How do I get assigned to a Medical Home Team?

All enrolled beneficiaries are evaluated and provided equal access to care regardless of health insurance status. The Managed Care Department has informational health insurance brochures available to assist personnel who are transitioning from active duty service or who are Medicare eligible. For further information you may also contact Humana Military Services at 1-800-444-5445 or [www.humana-military.com](http://www.humana-military.com).