



# PATIENT 2014 HANDBOOK



## Naval Hospital

*Guam*  
Support through Medicine

# **Official Publication of U.S. Naval Hospital Guam**

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# Welcome to the Naval Hospital Guam Patient Handbook!



**H**afa adai! Welcome to U.S. Naval Hospital Guam where our outstanding staff is focused on enhancing our patients and family members' experience of care. We know that you will experience compassionate care and service, whether you arrive for emergency services, a routine visit, or to deliver a baby!

Our hospital staff of more than 700 professionals is a small part of the larger Navy Medicine family of approximately 63,000 personnel who provide exceptional quality care to all our beneficiaries: retirees, families, and service members around the globe; in the air, on the sea, below the sea, and on land.

Our beautiful new hospital enhances the environment in which our dedicated staff provides professional care and services in support of the warfighter, operating forward and ready for any contingency. We will continue to work jointly with our community, sister services, and Pacific area medical alliances to enable a healthy force and build partnerships in the region.

I encourage you to visit our website to learn more about hospital services and our highly skilled staff through a variety of links, including our newsletter, the Pacific Pulse. "Like us" on our Facebook page to stay informed about hospital activities and events, or leave us a comment. If you would like to share your experience at the hospital, be sure to leave us an ICE comment--page 44 tells you how.

Our vision is to *Lead Navy Medicine in Quality, Patient-Family Centered Care*. While we already enjoy leadership status in many categories of healthcare delivery, we recognize leadership as a journey, not a destination. It is our strong commitment to a quality healthcare experience for every facet of service. Most importantly, that experience begins and ends with you.

I want to personally thank you in advance for taking the time to provide us feedback it is the only way we continue to improve and uphold our legacy of "Service with Honor." On behalf of the entire staff, we thank you for the privilege of serving you at U.S. Naval Hospital Guam!

Sincerely,

CAPT J. B. Comlish, Commanding Officer, NC, USN

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# History

**US Naval Hospital, Guam has been providing modern Western health care to the uniformed services in the Pacific and to the people of Guam since August, 1899.** Through the efforts of Maria Schroeder, the wife of Governor of Guam, Capt. Seaton Schroeder, the Schroeder Hospital for dependents and local civilians opened in 1902. As the patient population grew, Susan H. Dyer, wife of Commodore G. L. Dyer, USN, then Governor of Guam (1905), decided a separate building for women and children should be built. The Schroeder Hospital was to be used for men, the Susana Hospital, women and children. The Susana Hospital opened in 1905, but was destroyed by an earthquake in 1909. The next year, the land was ceded to the U.S.

Government. A new Susana Hospital was combined with the Schroeder to become U.S. Naval Hospital, Guam Mariana Islands; it was the only Naval Hospital with a women and children's ward.

In 1911 the first 3 Navy Nurse Corps nurses arrived. They were in charge of the wards, Corpsmen, and the training of local nurses at the first island nursing school. In 1916 a tuberculosis hospital opened with eight cases. By 1918 the Naval Hospital oversaw 11 dressing stations in the villages.

By 1940, 9 doctors, 1 dentist, 2 pharmacists, 5 Navy nurses, 46 pharmacist's mates, 7 hospital apprentices, and 14 native nurses were assigned to Naval Hospital, Guam. In December 1941, Guam was invaded by the Japanese and all active duty staff were taken to Japan as prisoners of war. In 1944 the original Naval Hospital was destroyed in the retaking of the island. Guam Memorial Hospital (GMH), a community hospital, was built honoring those Chamorros who supported the United States during the war.

The third generation Naval Hospital opened November 2, 1954 with staff caring for patients through both the Cold War and Vietnam War as well as surviving several storms. It also sheltered refugees in times of political angst or unforeseen natural disasters. However, almost 60 years later, as medicine has advanced, the building was found no longer ideal for the mix of inpatient and outpatient services required by the present and projected patient population. Also, in order to ensure the facility was safe for staff and patients, significant ongoing maintenance was required, with costs of more than \$2.5 million annually. Eventually a recapitalization project was realized and construction on the replacement hospital began 2011 with completion in 2014.



1954 Naval Hospital Guam



1916 Naval Hospital Guam

# Who We Are

## Our Mission

*We deliver readiness, quality care and health where America's day begins*

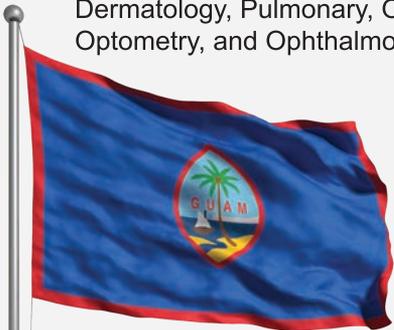
## About Us

U. S. Naval Hospital Guam is a geographically isolated facility providing inpatient and outpatient care for eligible beneficiaries on Guam and within the Western Pacific area of responsibility. The hospital also has associated Branch Medical (BMC) and Branch Dental (BDC) Clinics located on the main Navy Base at Apra Harbor, about ten miles from the hospital. There is also an Air Force Medical and Dental Branch Health Clinic (BHC) at Andersen Air Force Base (AFB), about 20 miles from the hospital.

The hospital exists to provide quality preventive, emergency, and restorative health care to beneficiaries, forces transiting to the region, local populations in Guam and Micronesia. Additionally the staff provide combat and humanitarian medical care in support of joint operational forces around the world.

The hospital's functions, as directed by Navy Medicine West (NMW) are to provide comprehensive inpatient and ambulatory health care services to Navy and Marine Corps units of the operating forces, shore activities, and other authorized beneficiaries as prescribed by Title 10, United States Code.

The hospital has a resource sharing agreement with the Veterans Administration (VA) Pacific Island Health Care System to provide inpatient, outpatient specialty, and ancillary services to approximately 3,400 VA beneficiaries on a space available, reimbursable basis. Services provided to VA patient beneficiaries include Emergency Medicine, General Surgery, Urology, Orthopedics, Otolaryngology, Dermatology, Pulmonary, Obstetrics and Gynecology, Mental Health, Optometry, and Ophthalmology.





# The Replacement Hospital

The replacement hospital provides a modern design for efficient healthcare delivery. The hospital design meets patient life safety standards and increases efficiencies in hospital operations, while accommodating projected beneficiary growth. Modern equipment and facilities are seen throughout the hospital to include inpatient medical, surgical, obstetrical services, and outpatient specialty services, ancillary services and medical logistics. The hospital provides 42 beds, four operating rooms, two C-Section rooms, and improved diagnostic and ancillary capabilities to include MRI and CT scanning suites.

The replacement hospital's modern design is based on current Department of Defense criteria which reflects today's model of healthcare. The compact, nearly square footprint (281,000 GSF) of the replacement facility creates a comprehensive flow between medical services which ultimately increases staff efficiency.

Patient travel distances within the hospital and facility are reduced by the organization of high traffic clinic and ancillary areas in close proximity to the main entrances and circulation spines, with other clinic and inpatient activities located on the upper floors.

The flexibility to adjust to changing workload and operations is an extremely important benefit of the replacement facility design that enhances the hospital's capacity to provide care. All of the inpatient functions are on one level on the west side of the second floor.

The inpatient beds in the Medical/Surgical Unit, the Intensive Care Unit, and the Obstetrical Unit are adjacent to each other so that the bedrooms at their borders can be used as acuity adaptable beds to allow one unit to overflow into the next if the need arises.

The Medical/Surgical Unit bedrooms are proportioned for contingency operations so a one patient bedroom can be converted into a two patient bedroom. The placement of acuity adaptable rooms adjacent to the ICU allows for the unit to ebb and flow with the needs of the ICU.



## Is it time to quit?

Call 344-9124 to talk to our  
Health Promotions Department.

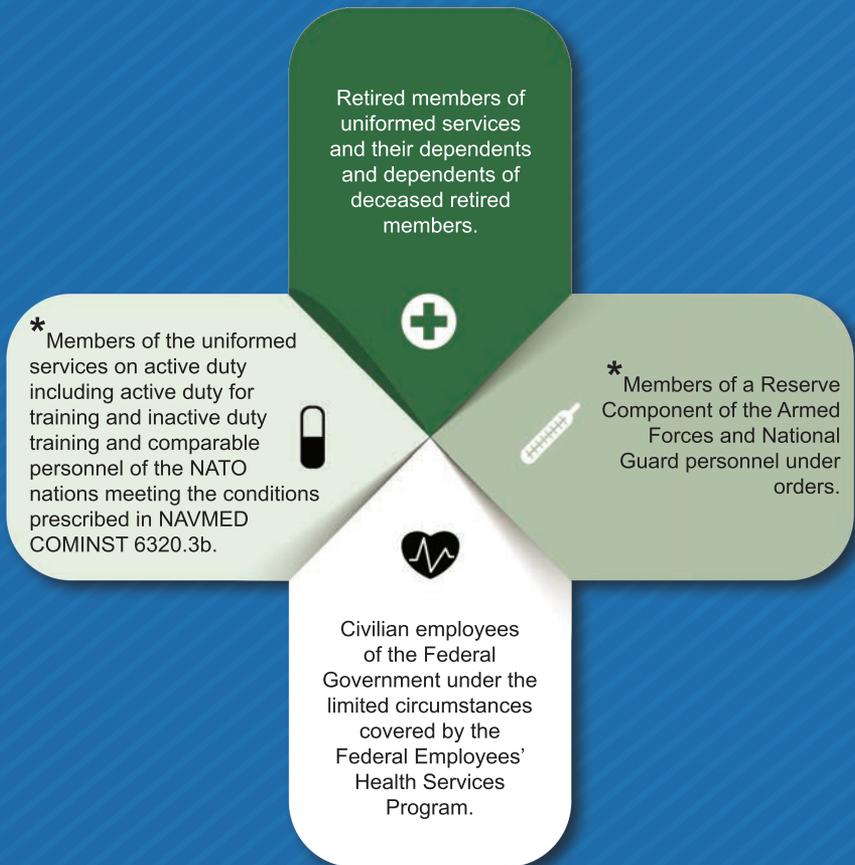
U.S. Navy Hospital Guam takes pride in being a  
**Smoke FREE Facility (including E-Cigarettes).**  
Please do not smoke with 25 feet of the Hospital.

# Authorized Beneficiaries

*The following categories are those eligible to receive*

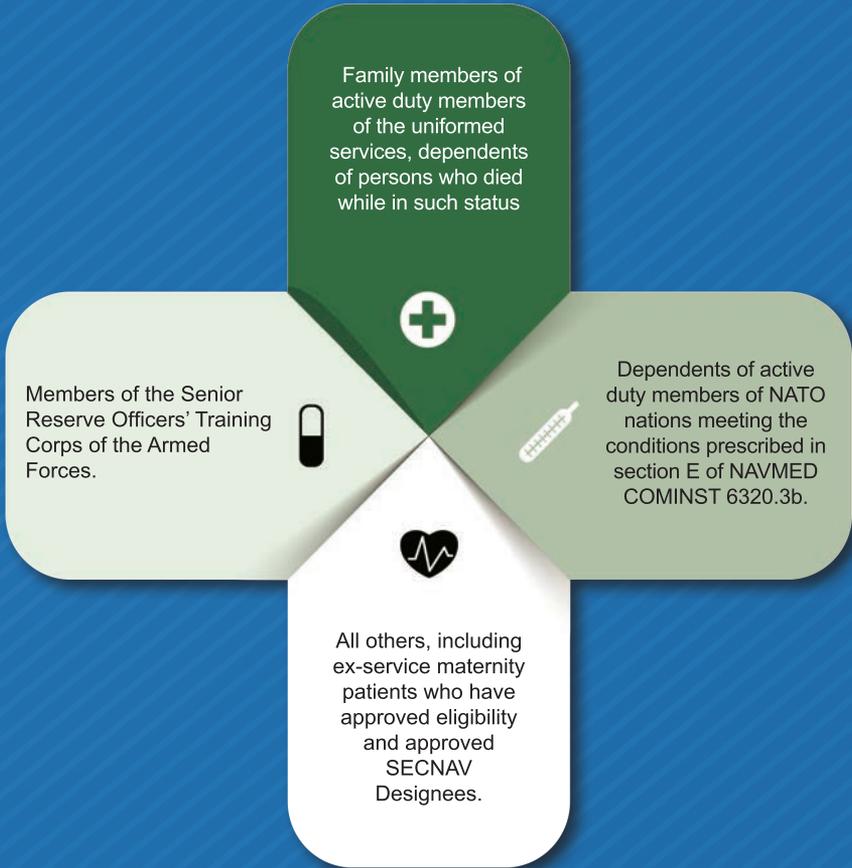
Eligibility for medical and dental care at U.S. Naval Hospital, Guam is based upon presentation of a valid military issued ID card and verification of enrollment in the Defense Enrollment Eligibility Reporting System (DEERS). Before receiving care at this facility, the DEERS database must confirm each patient's eligibility for care.

**A DEERS clerk can be contacted at (671) 344-9356 to determine status of eligibility.**



# and Authorized Patrons

*medical and \*dental care at U.S. Naval Hospital, Guam:*



**This facility will provide emergency care to anyone regardless of eligibility status.**

Ineligible patients will be advised that they will be responsible for payment of hospitalization based on the civilian emergency admission rate. If found ineligible after care has been provided, the patient will be informed of their ineligible status and financial responsibility. Arrangements will be made to transfer ineligible patients to a civilian health care facility once the attending physician authorizes the transfer.

# Patient Bill of Rights & Responsibilities

## Medical Care.

Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management.

## Respectful Treatment.

Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.

## Privacy and Security.

Patients have rights, defined by Federal law, DOD 5400.11-R (Reference (g)), Public Law 104-191 (Reference (h)) and section 552a of title 5 U.S. C. (also known as "The Privacy Act of 1974, as amended") (Reference (i)), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other PII, in electronic, written and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.

## Provider Information.

Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The hospital may inform the patient of the names, and as requested, the professional credentials of the individuals(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.

## Charge for Care.

Patients have the right to understand the charges for their care and their obligation for payment.

## Explanation of Care.

Patients have the right to an explanation concerning their diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. The specific needs of vulnerable populations in the development of the patient's treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.

## Informed Consent.

Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.

## Filing Grievances.

Patients have the right to make recommendations, ask questions, or file complaints to the MTF/DTF Patient Relations Representative or to the Patient Relations Office. If concerns are not adequately resolved, patients have the right to contact The Joint Commission at 1-800-994-6610.

## Research Projects.

Patients have the right to know if the MTF/DTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects.

## Safe Environment.

Patients have the right to care and treatment in a safe environment.

## MTF/DTF Rules and Regulations.

Patients have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct.

## Transfer and Continuity of Care.

When medically permissible, a patient may be transferred to another MTF/DTF only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

## Advance Directive.

Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves.

## Patient Responsibilities.

Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge.

Patients are responsible for letting their healthcare provider know whether they understand the diagnosis, treatment plan, and expectations.

## Respect and Consideration.

Patients are responsible for being considerate of the rights of other patients and MTF/DTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF/DTF.

## Adherence with Medical Care.

Patients are responsible for adhering to the medical and nursing treatment plan, including follow up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF/DTF when appointments cannot be kept.

## Medical Records.

Patients are responsible for returning medical records promptly MTF/DTF for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointment, consultation, or changes of duty location. All medical records documenting care provided by any MTF/DTF are the property of the U.S. Government.

## MTF/DTF Rules and Regulations.

Patients are responsible for following MTF/DTF rules and regulations affecting patient care and conduct.

## Refusal of Treatment.

Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.

## Healthcare Charges.

Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

# Naval Hospital Phone Numbers

APU/Same day Surgery .....	344-9560/9601
Audiology (M-F 8am-11:30am & 1pm-4:30pm).....	344-9348
CAAC/DAPA .....	344-9401
Cardiology .....	344-9004
Case Management/Social Work .....	344-9451
Central Appointments .....	344-9202
Chapel of Hope .....	344-9387
Chaplain .....	344-9127
Chief of the Day Desk .....	344-9340/9352
Chief of the Day Fax .....	344-9402
Child Development Center .....	472-2312/2313
Collections/Cashier .....	344-9750/725
Command Master Chief .....	344-9703
CO's Secretary .....	344-9234
Customer Relations .....	344-9719
Dental (M-F 8am-4pm).....	344-9269/493
Dermatology (M-F 7:30am-4:30pm) .....	344-9422
Emergency Room .....	344-9232
ENT Clinic (M-F 7:30am-4pm) .....	344-9793
Family Practice A-wing (M-F 7:30am-4pm Tues 7:30am-5pm) .....	344-9058
Family Practice D-wing (M-F 7:30am-4pm Tues 7:30am-5pm).....	344-9657
Front Gate Security .....	344-9790
General Surgery (M-F 7:30am-4pm) .....	344-9220
Health Promotions .....	344-9124
Human Resources .....	344-9616/210/325
Immunization Clinic .....	344-9453
Infection Control .....	344-9603
Information Management Dept (Help) .....	344-9369
Information Desk .....	344-9303/9206
Intensive Care Unit .....	344-9204/9417
Internal Medicine (M-F 7:30am-4pm) .....	344-9586
Laboratory (M-F 7am-4:30pm).....	344-9751/9749/9752
Library .....	344-9250
Med Evac .....	344-9368

Mental Health <i>(M-F 7:30am-4pm)</i> .....	344-9401
Mother Baby Unit.....	344-9375/9307
Multi-Service Unit .....	344-9403/9666
NEX Mini Mart, NH .....	344-9507/549
Nuclear Medicine .....	344-9416
OB/GYN <i>(M-F 8am-4pm)</i> .....	344-9775/776
Occupational Health .....	344-9054/240
<i>(M-F 8am-11:30am &amp; 1pm to 4:30pm)</i>	
OMD/Security .....	344-9359/744
Operating Room (MOR) .....	344-9304
Ophthalmology/Eye Clinic <i>(M-F 7:30am-4pm)</i> .....	344-9212
Oral Surgery <i>(M-F 7:30am-4pm)</i> .....	344-9794
Orthopedics <i>(M,W,Th 7:30am-4:30pm)</i> .....	344-9315
<i>(Tues &amp; Fri open to only schedule appts)</i>	
Outpatient Records .....	344-9264/718/7330
Overseas Screening.....	344-9564
Public Affairs Officer .....	344-9372 / 488-8986
Patient Admin .....	344-9356/286
Patient Safety .....	344-9055
Pediatrics <i>(M-Fri 7:30am-4pm, Tue 7:30am-6pm)</i> .....	344-9231/9418
Joint Commission/Quality Management .....	344-9594
Pharmacy <i>(M-F 8am-5pm)</i> .....	344-9265
Physical Exams <i>(M-F 7:30am-4pm)</i> .....	344-9351/9464
Physical Therapy <i>(M-F 7:30am-4pm, Tue 7:30am-12pm)</i> .....	344-9272/025
Preventative Medicine <i>(M-F 7am-4pm)</i> .....	344-9787
Radiology <i>(M-F 8am-4pm)</i> .....	344-9274/278
Red Cross .....	472-6217
Respiratory/Pulmonary .....	344-9388
Risk Manager .....	344-9729
Safety .....	344-9421/9218
Third Party Billing .....	344-9318
Tricare Benefit .....	344-9425/032
Tricare Enrollment .....	344-9777
Urology <i>(M-F 7:30am-4:30pm)</i> .....	344-9762
VA Clinic .....	475-5760
XO's Secretary .....	344-9235

# Naval Base Phone Numbers

Branch Dental Clinic .....	339-5146
Branch Medical .....	339-7118
Commissary .....	339-7156
Fleet Liaison .....	339-3135
Gym .....	333-2049
Housing .....	333-2082/83
Legal Office .....	333-2061/339-2325
MWR Office .....	564-1851
Naval Base .....	333-2056
NAVMAG QuarterDeck .....	339-2227
Navy College Office .....	339-8291
Navy Exchange Main Store .....	564-3178
Navy Marine Corps Relief So. ....	564-1879
Pass & ID.....	339-5209
Personal Property.....	333-2045/2046
Post Office .....	339-3228
POV .....	339-2205
PSD .....	339-5226
Quarter Deck .....	339-7133
Security .....	333-2989
USS Frank Cable QD .....	339-2545

# Andersen AFB Phone Numbers

AAFES/BX.....	653-1136
Airman & Family Readiness Center .....	366-8136
Airman's Attac.....	366-8217
Andersen Air Force Base .....	366-7627
Chapel .....	366-2873
Commissary.....	366-2264
Clinic .....	366-2873
Housing Office.....	366-2127/8143
ITT (Information/Tickets/Tours).....	366-1476
Post Office (USPS).....	366-3243
Pax Terminal .....	366-5135

# THE MINI BEAN

*Overlooking Nimitz Hill*

Take a break and come get...

Smoothies  
Bottled Drinks  
Breakfast  
Pasta Salad  
Salad

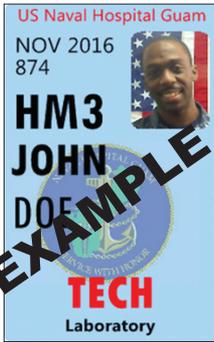
Coffee  
Tea  
Sandwiches  
Wraps  
Pastries

Located on the  
2nd floor Atrium!



# Medical Staff assigned to your Medical Home Port Care Team

## Hospital Corpsman

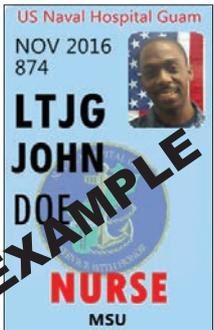


Hospital Corpsman (HM) assists Navy Physicians and Dentists with surgeries, and transport the sick and injured to safe quarters. They help administer a wide range of preventive care and at times, deliver emergency medical or dental treatment to Sailors and Marines in the field. HMs also help maintain patient treatment records. They may administer medications, including injections and perform clinical tests. Some HMs specialize in an area and are known as technicians.

### Technicians you will see at USNH Guam include:

- Surgical Technician
- Dental Technician
- Emergency Medical Technician (EMT)
- Respiratory Therapist
- Laboratory Technician
- Nuclear Medical Technologist
- Physical Therapist's Assistant
- Pharmacist's Technician
- Medical Records Clerk
- Radiology Technician

## Nurse



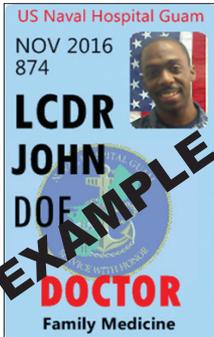
A Navy Nurse and an Officer in the Navy Nurse Corps provides high-quality nursing care for Sailors, Marines and service members – and their families – wherever duty calls. Nurses are qualified to assess, plan, implement, and evaluate care independent of physicians, and provide support ranging from basic triage to emergency surgery. (*This does not include contractors or GS employees*)

### Nurses you will see at USNH Guam include:

- Critical Care
- Emergency Trauma
- Maternal/Infant
- Medical/Surgical
- Nurse Anesthetist
- Family Medicine
- Pediatric
- Women's Health
- Perioperative
- Public Health

# Medical Staff assigned to your Medical Home Port Care Team

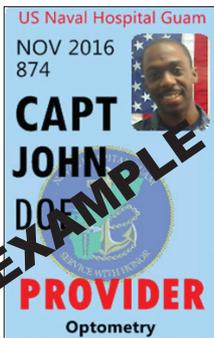
## Doctor



A military doctor and Officer in the Navy Medical Corps, provides high-quality medical care for Sailors, Marines, service members, their families and, when called upon, humanity at large. They handle everything a typical physician does, like diagnosing ailments, treating injuries and saving lives. Some physicians go on to specialize in specific areas and are known as specialists.

### Specialists you will see at USNH Guam include:

- Anesthesiology
- Dermatology
- Emergency Medicine
- Family Medicine
- Internal Medicine
- Obstetrics/Gynecology
- Occupational Medicine
- Osteopathic Medicine
- Orthopedics
- Pediatrics
- Preventive Medicine
- Podiatry
- Radiology
- General Surgery
- Undersea/Diving Medicine
- Urology



## Physicians Assistant

A Navy Physician Assistant (PA) works hand in hand with supervising physicians and surgeons and provides many services that civilian physicians provide. They also handle primary-care issues or pursue a specific surgical subspecialty.

### PAs will perform other activities such as:

- Obtain medical histories
- Perform comprehensive exams
- Treat minor injuries
- Interpret lab tests and X-rays
- Counsel patients, providing detailed instructions for home-care procedures
- Prescribe medications
- Carry out treatment plans

# Tech & Provider Jackets

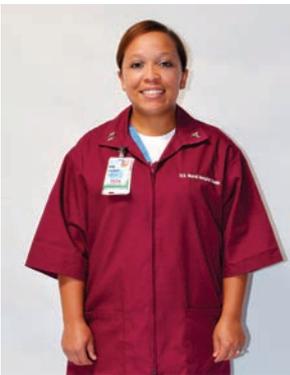
## *Colors and Definitions*

Most lab coats are associated with doctors, however, you may notice there are different shades and length throughout Naval Hospital Guam. In an effort to make recognizing your care team faster and easier, the hospital has implemented Tech Jackets. Each jacket signifies a different care team member's role within the hospital.



### **Dark Blue Jackets:**

These are Corpsmen with specialized training; they are known as Technicians. eg: Mental Health, Dentists, Lab, and Radiology.



### **Maroon Jackets:**

Respiratory and Cardiovascular Technicians. Code Blue or Rapid Response team responders.



### **Light Blue Jackets:**

General duty Corpsmen who staff areas throughout the hospital.



### **Short White Jackets:**

Nurses working in various areas may wear a waist length jacket.



### **Long White Jackets:**

All licensed independent practitioners or providers to include physicians, PAs, and nurse practitioners may be seen in these long jackets.

# Navy Ranks

*Around The Hospital*

## Enlisted Personnel



Seaman  
Apprentice



Seaman



Petty Officer  
Third Class



Petty Officer  
Second Class



Petty Officer  
First Class



Chief  
Petty Officer



Senior Chief  
Petty Officer



Master Chief  
Petty Officer

## Officer Personnel



Ensign



Lieutenant  
Junior Grade



Lieutenant



Lieutenant  
Commander



Commander



Captain

# “ASK ME...”

## Five Steps to Safer Health Care



1

Speak up if you have questions or concerns.

Keep a list of all the medicines you take.

2



3

Make sure you get the results of any test or procedure.

Talk with you doctor and other members of your health care team about options if you need hospital care.

4

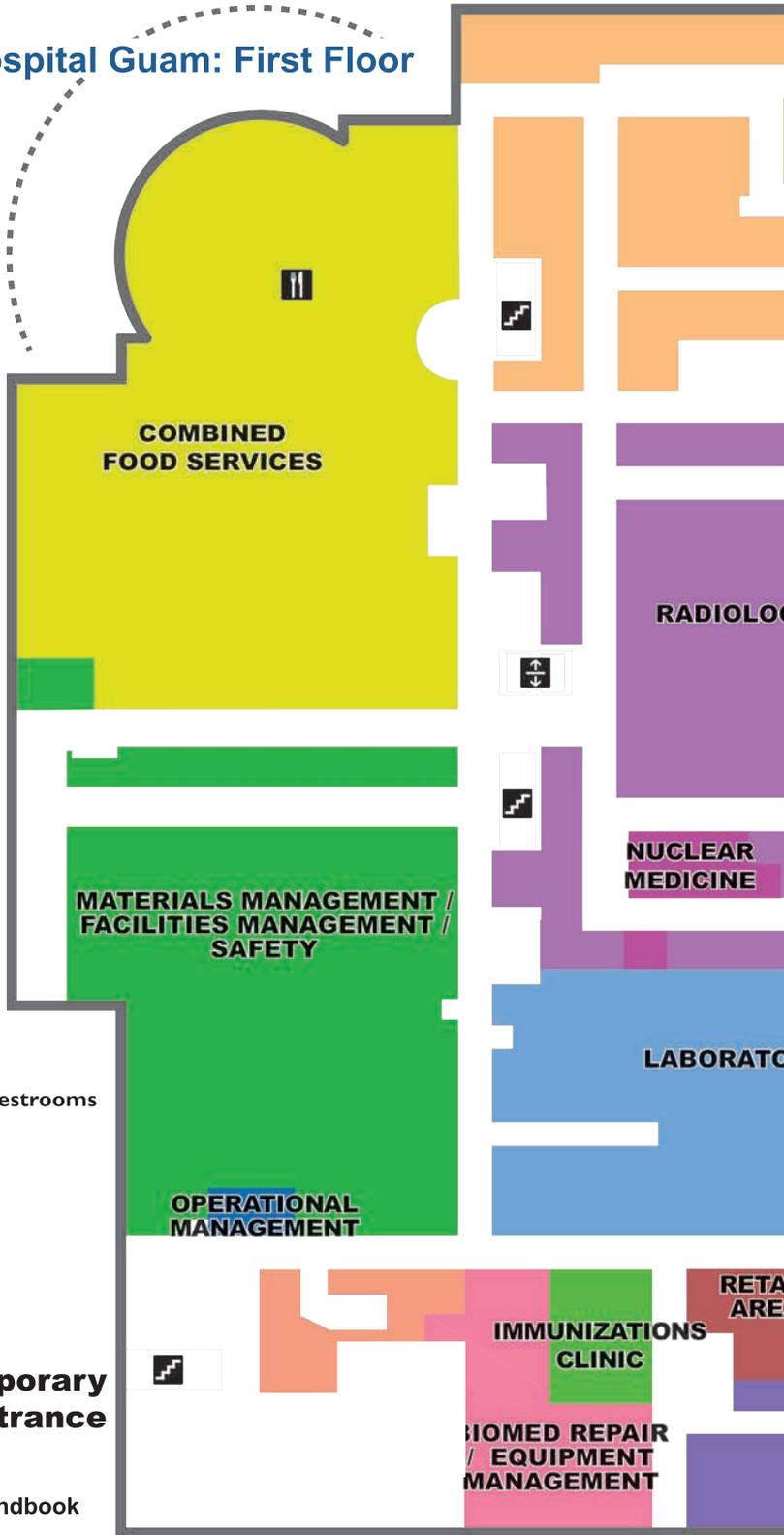


5

Make sure you understand what will happen if you need surgery



# Naval Hospital Guam: First Floor



Public Restrooms



Elevator

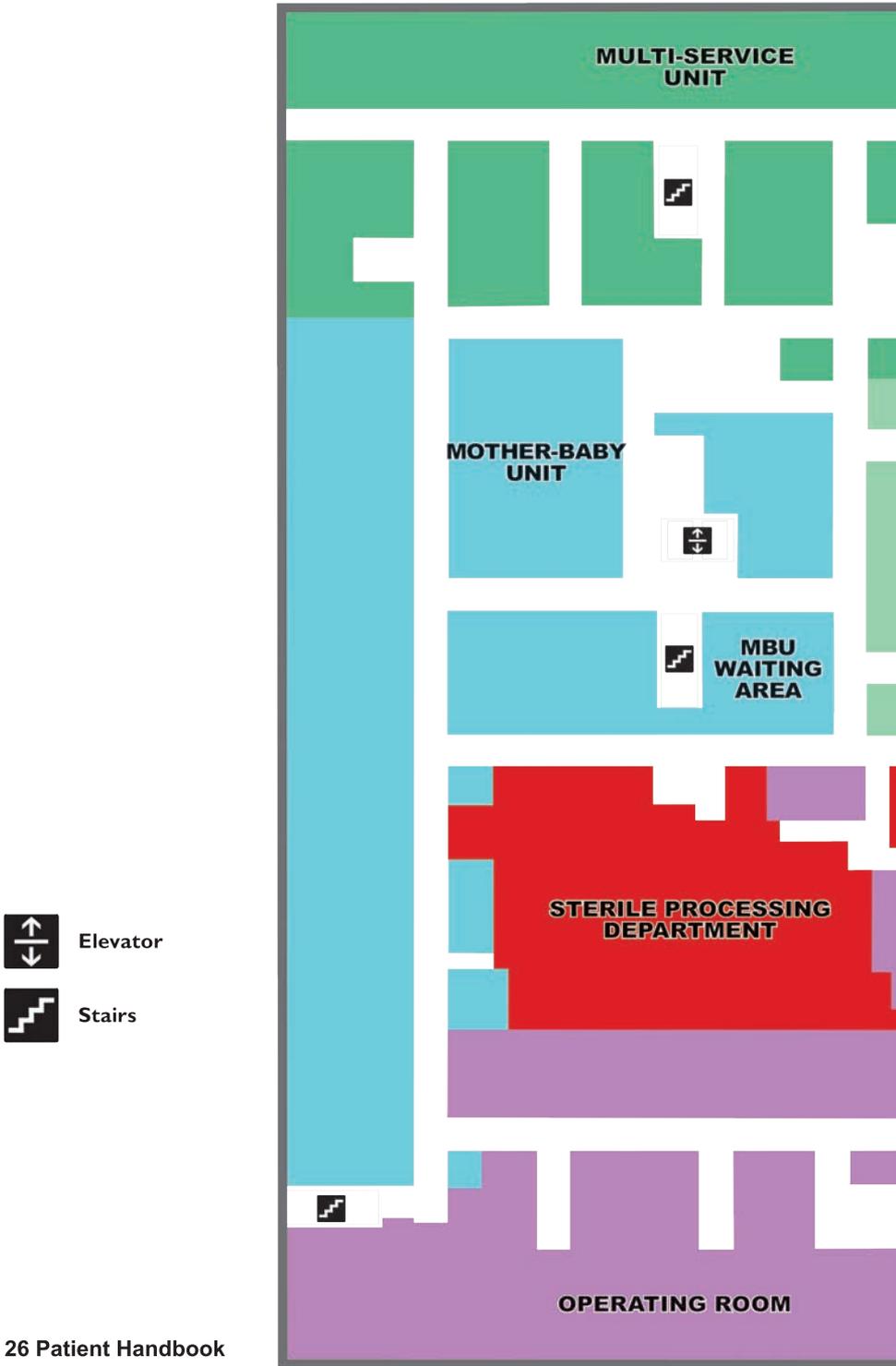


Stairs

**Temporary Entrance**

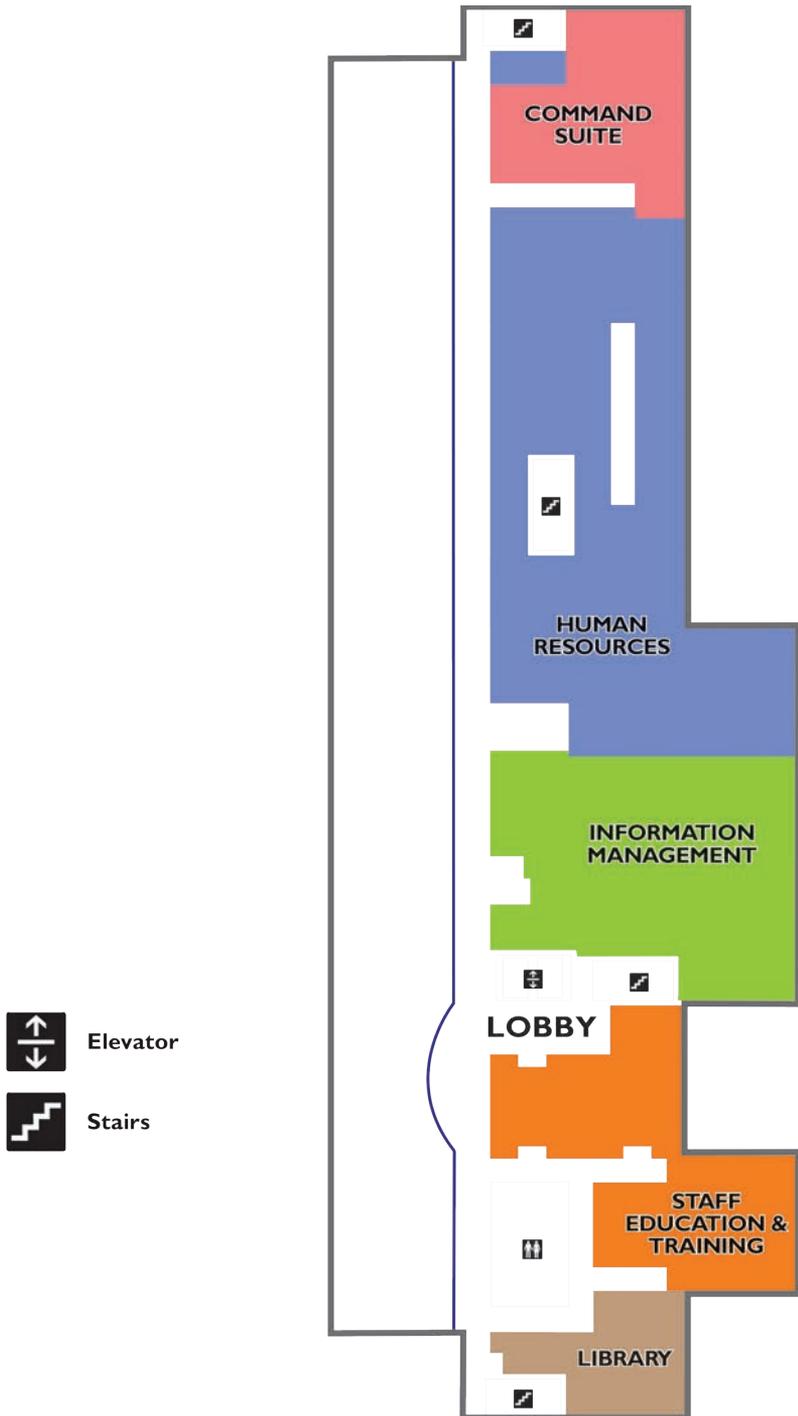


# Naval Hospital Guam: Second Floor





# Naval Hospital Guam: Third Floor





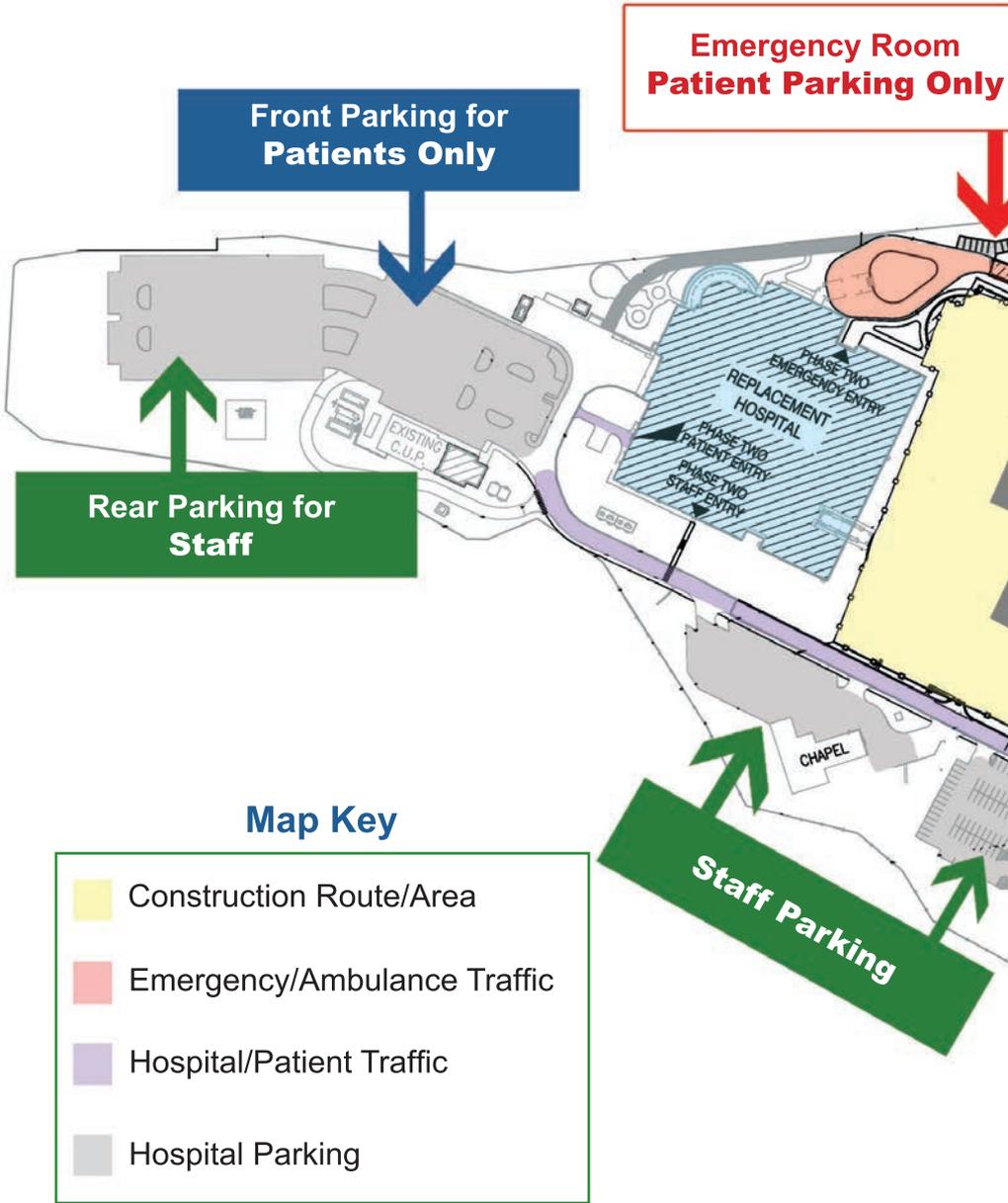
**Stay Connected  
While You Wait  
For Free!**



**Key:** Guam2014

- Atrium Central Waiting
- ED Waiting Room
- Dining Room & POS Registers
- Nuclear Medicine “Hot Waiting Room”
- Blood Bank Donor Area
- Medical Repair
- Retail Areas
- ED Ambulance Reception
- Cashiers Office
- ICU Bedrooms and Waiting Room
- MSU Bedrooms and Waiting
- MBU Bedrooms and Waiting
- Main OR Family Waiting
- Surgery Clinic in-clinic waiting

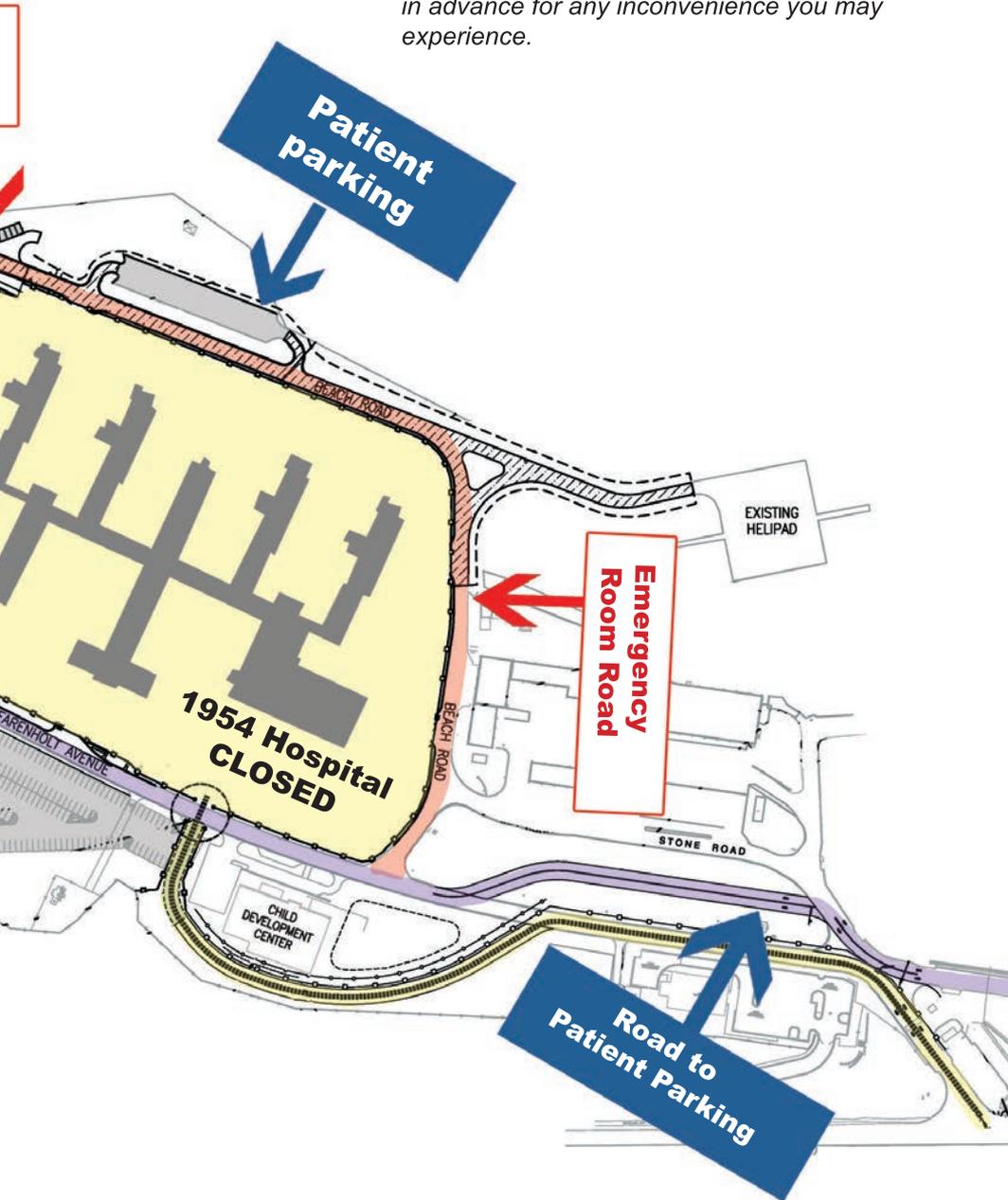
# U.S. Naval Hospital Guam: Parking Map



## Map Key

- Construction Route/Area
- Emergency/Ambulance Traffic
- Hospital/Patient Traffic
- Hospital Parking

During Phase II of the construction, parking may be subject to change. Please go to our website or our Facebook page for current information regarding parking. *We apologize in advance for any inconvenience you may experience.*



# Visiting Hours

## Multi-Service Unit (MSU)

**Unrestricted visiting; preferred visiting hours 10am-8pm daily.**

Adjustments to visitation can be made at the discretion of the charge nurse for individual patients based on patient need, condition, and age. One parent is to remain with pediatric patients at all times, depending on the age and condition of the patient. Both parents may spend the night with pediatric patients, if space permits, at the discretion of the charge nurse.

## Mother Baby Unit (MBU)

**Unrestricted visiting; if assigned to a semi-private room, preferred visiting hours 10am-8pm daily.**

Due to the need for infant security, the MBU is a locked unit. All visitors are required to check in at the nurses station. Visitors are usually limited to three (3) visitors in a room at a time; however, changes to this policy may be made at the discretion of the charge nurse or attending physician. Visiting children of any age are allowed if not visibly ill. An adult, other than the patient, must be present at all times to supervise any visiting minor children. No visiting children may stay overnight.



# and Information

## Intensive Care Unit (ICU)

**We do ask to limit visitors between 6:30-8:00am and 6:30-8pm for change of shift, and between 10pm-6am due to quiet hours. Please limit only two visitors at a time.**

Children under age 12 are generally not allowed, but may visit on a case-by-case basis with doctor and/or nurse approval and must be supervised at all times.

No live plants or flowers are allowed in patient rooms. Banners, cards, music, and pictures are encouraged. *Please NO BALLOONS in the building.* Please be advised families are responsible for personal belongings. The staff is not responsible for any lost items.

We ask only one family member be designated as the point of contact for the family. They will be asked to update the rest of the family regarding patient progress. To ensure confidentiality, we use a password confirmation system. People calling in will not be given any information without a password.

Unless it is unadvised, we encourage talking with your loved one while he/she is in the ICU, as well as touching and holding their hand. Although they may not be able to respond, they can usually hear and feel you.

Your support and care are important to your loved one. It is also vital that you take care of yourself. We encourage all family and friends to eat healthy and get plenty of rest.



# General Visiting Information

Individuals not requiring treatment, who have no official business in patient care areas, will not loiter in public areas. Visitors are expected to present a neat, clean appearance appropriate to a military hospital environment. Footwear and proper attire are required at all times.

Visitors are not permitted to have weapons of any kind within the facility. In the event of a suspected unauthorized possession of a weapon, the unit charge nurse will contact the Chief of the Day (COD) staff immediately.

Visits will be limited to three (3) persons for each patient at any one time to provide for patient safety and infection prevention measures. Visits are not to disrupt patient care activities, unless permitted by the Nurse on Duty (NOD).

Visitors under age 18 will be accompanied by a parent or adult guardian, other than the patient, at all times. No visiting children may stay overnight.

## Other Visitor Information

Investigators, insurance agents, attorneys, policemen, process servers, and all others who desire to obtain information from a patient will be screened to ensure patient privacy. Patient competence to receive visitors will be verified prior to such visits. These visits must be approved by the Legal Officer and Public Affairs Officer (PAO) prior to the interview.

Entertainers in patient care areas shall be escorted to the PAO's office and remain under the PAO's cognizance during their visit. For more information please call 344-9525 or 488-8986.

# Pharmacy Information

The main hospital pharmacy is open **Monday - Friday 8am- 5 pm** providing walk up service for new prescriptions. A convenient kiosk generates tickets to queue patients in an orderly fashion. Active duty patients in uniform will select an “A” ticket, all others will select “B” at the kiosk. Patients will be called to the intake window for prescription processing.

Refill requests are made by calling the automated telephone system at 344-9620. Patients can choose to pick up their refills at the main hospital pharmacy or at the Branch clinic pharmacy (see page 41 for more information about the Branch Clinic).

U.S. Naval Hospital Guam Pharmacy cannot release medications except to the patient or an authorized representative of the patient. (A parent or legal guardian may pick up prescriptions for their dependent children less than 18 years of age).

## **An authorized patient’s representative must:**

Prove their identity by possessing a valid military I.D. card (or other valid photo I.D.)

Be in possession of the patient’s military I.D. card (or a photo copy of both front and back of the I.D.)

Have a signed statement from the patient (or the patient’s parent or legal guardian in the case of a dependent child) authorizing the representative to act on his/her behalf for this purpose (a medical power of attorney may also satisfy this requirement).

Children over the age of 10 years must have a valid I.D. card.



# The Galley

## Inpatient Food Services

Inpatient Ward Meal Service includes breakfast, lunch and dinner daily. The registered dietitian (RD) and registered diet technician (DTR) closely monitor the preparation and delivery of modified and therapeutic diets as prescribed by the medical staff. Menus may be adjusted for food allergies, food intolerances, drug-nutrient interactions, religious beliefs and/or the inpatients' general food preferences, when in compliance with the diet order.

## Galley Operations

The Galley is only open to those who work in the hospital and carry a hospital identification badge including active duty, Civil Service employees, and Red Cross volunteers. Escorted family members of those Active Duty personnel who work at the hospital or those with temporary orders to the hospital, such as Reservists, will also be allowed to use the galley according to instruction CNICINST 4061.1.



# Foreign Language Services

The hospital utilizes Voiance who offers 24/7 over-the-phone interpretation (OPI) in over 200 languages, translation and localization in over 100 languages, and video remote interpretation. Listed below are our most common requests.

Burmese	French	Khmer	Russian
Cambodian	German	Korean	Shanghainese
Cantonese	Guamanian	Kurdish	Sichuan
Cebuano	Hakka	Llonggo	Spanish
Chamorro	Ibo	Laos	Tagalog
Chinese	Italian	Malay	Taiwanese
Chuukese	Japanese	Mandarin	Thai
Croatian	Karen	Mien	Tibetan
Filipino	Kazakh	Portuguese	Vietnamese

*Please see a Hospital Corpsman for a complete list of languages*



- 
- ✓ Highly trained staff
  - ✓ Free wifi
  - ✓ Private bathroom
  - ✓ Daily meal service
  - ✓ Ocean Views
  - ✓ Personal TV

# Inpatient Acc



# ommodations

# Chapel Services

Our Pastoral Care team at U.S. Naval Hospital Guam is here to provide emotional and spiritual care to our staff, patients, and their families. We recognize the diversity each person brings to their family relationships, friendships, and religious, spiritual and cultural traditions —our desire is to help each understand their own role in how they will move toward wholeness. We also provide volunteer opportunities and community relations projects for our staff members.

## Hospital Chaplains

are specially trained to work in a hospital setting through the Navy's fully accredited Pastoral Care Residency, Navy Chaplain Clinical Pastoral Education Program. This 12-month intensive pastoral training provides experience and knowledge in areas of trauma, crisis and stress which are acquired through combat and traumatic events. They are also trained in dealing with patients and physicians well being.

## Religious Program Specialists (RP)

support the accommodation of religious ministry requirements of various faith groups and support the provisions of religious ministry. They support the facilitation of the free exercise of religion for all Sea Service personnel and support the delivery of care as part of a Religious Ministry Team (RMT). They support the RMT on advising leadership on morale, ethical decisionmaking, cross-cultural awareness, and conflict resolution.

## Religious Services Offered

Daily Mass M-F at 11:30am  
Lutheran Service Thursday at 3:00pm  
Sunday Mass at 9:00am

## Contact Information

Office Number: 344-9127  
Catholic Priest: 344-7268  
Protestant Minister: 344-9127  
NBG Chapel: 339-2126

## Services Offered

Religious Counseling  
Marriage Counseling  
Personal Counseling  
Baptisms (Catholic priest)  
Confirmations (Catholic priest)  
Confessions (Catholic priest)  
Patient Visits  
Prayers

# Branch Medical Clinic

## Services Provided:

Medical Home Port Branch Medical Clinic provides health care services to Active Duty members, Reservist, retirees and their dependents. Our clinic offers the following ancillary services:

- Lab
- Pharmacy
- Immunizations
- Radiology
- Optometry
- Audiology
- Preventive Medicine
- OB care
- Women's Health Clinic

## How to make an Appointment:

Pease call 339-7118/333-6118/339-4224 to schedule an appointment. Appointments can also be made in person during normal business hours.

## Hours of Operation:

Mon, Wed, Fri: 7:30am-4pm

Tuesday: 7:30am-6pm

Thursdays: 730am-11am

*\*Located on Naval Base Guam, turn left at the Chapel*



# Branch Dental Clinic

The Branch Dental Clinic provides dental services to Active Duty members only. Reservist and National Guard members may receive an annual exam, but they will require orders to be mobilized or active duty orders for at least 30 days to receive any dental care outside of the annual exam. Retirees and dependents may receive emergency dental care on a Space-A availability.

For qualifying individuals, the following procedures are available at the dental clinic or through referral:

Annual Dental Exam	on the type of treatment required and time available for treatment, may be completed in-house or by referral through ADDP)
Sick Call	
Operative	
Dental Cleanings	
Scaling/Root planing	
Periodontics (ADDP)	Orthodontics (simple cases inhouse by availability, complicated procedures requiring OMFS intervention by referral to USNH Guam OMFS department, No other cases accepted since there is not an active duty orthodontist and ADDP referrals for routine orthodontic treatment are not authorized)
Endodontics (Simple cases in-house, complicated cases by referral through ADDP)	
Oral Surgery (simple extractions in-house, complicated procedures by referral to USNH Guam OMFS department)	
Prosthodontics (depending	

## How to make an Appointment:

Please call 339-3175/5146 to schedule an appointment. Appointments can also be made in person during normal working hours. If your record is not maintained at either the hospital or branch dental clinic, your record may need to be evaluated prior to scheduling to ensure you receive the appropriate appointments.

**Hours of Operation:**  
**Monday-Friday 7:30am-4pm**

*\*Located on Naval Base Guam, across from the McCool Elementary/Middle School*

# Case Management Division

USNH Guam has three Licensed Clinical Social Workers on staff to assist in meeting your medical case management and emotional needs. Our social work case managers work with our nurses, doctors, Corpsmen, and other providers to provide the following services:

- Arrange home health services and durable medical equipment (walkers, wheelchairs, etc.) for outpatients and inpatients

- Coordination with family and healthcare providers to provide admission and readmission prevention

- Coordination of AIREVAC for further medical treatment

- Medical crisis counseling

- Information and referral to military and community services

- Education on hospice and palliative care for end of life issues

- Short-term counseling for individuals and families

- Coordination of services with Guam VA Clinic

Our social workers work with all TRICARE Eligible beneficiaries: retirees, active duty, family members, and eligible DOD employees. Please talk with your Primary Care Provider or contact the Case Management Division office at 344-7550.



# Customer Relations Program

The Command's Customer Relations Program (CRP) focuses on the needs and wants of patients, to ensure patient care is delivered in a professional and courteous manner.

## Magic Moments Recognition Forms:

If a staff member delivered exceptional customer service please fill out a Magic Moment form in any customer waiting area and place the completed form in any customer suggestion box.

*Please see the example labeled 1 on the next page*

## Interactive Customer Evaluation (ICE):

The ICE system is a web-based tool that collects customer feedback on services provided by various organizations throughout USNH Guam.

*Please see the example labeled 2 on the next page*

## Two Ways to ICE:

1. Complete an ICE paper comment survey that is located in or near the customer suggestion box in any clinic waiting area.
2. Go to <https://ice.disa.mil/index.cfm>

Your feedback will be distributed to leadership for review and immediate action if necessary.

## The Monitor:

Patients may receive a patient satisfaction survey 2 to 4 weeks after an appointment in the mail. These surveys allow us to know how we can continue to improve, we kindly request you fill them out and put them back in your mailbox.

*Please see the example labeled 3 on the next page*

## Contact Information:

Customer Relations Officer (CRO), 344-9719 or 483-2603

[nhguamcustomer@med.navy.mil](mailto:nhguamcustomer@med.navy.mil)

Hours of Operations: Monday to Friday, 8am-4:30pm

1

# Magic Moments Recognition Form



(Name) \_\_\_\_\_ from the \_\_\_\_\_ department performed exceptional customer service on (date) \_\_\_\_\_.

Please describe the exceptional customer service in the space below.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your name (optional): \_\_\_\_\_

Please place completed form in any survey collection box. Thank you.  
*Your comments may be entered into our Interactive Customer Evaluation (ICE) system.*

**ICE** Interactive Customer Evaluation

Home - About ICE - Manager Login (CAC read) - Help

Service Provider Search: \_\_\_\_\_ Go

Welcome to U.S. Naval Hospital Guam's ICE Site

2

Thank you for taking the time to rate us and provide us with your comments and suggestions. Your feedback will help us maintain the quality of excellence you expect.

We also encourage you to check on the service provider's information. You will find a brief description of services provided and contact information; you may also find answers to frequently asked questions and information about this ICE site.

Additional information about this ICE site

Naval Hospital Guam Home Page - <http://www.usnhgum.med.navy.mil>

To find a service provider you wish to rate, click on the service category below that best describes the service/product, or enter the name or location in the service provider search field at the top right of the page and click the Go button.

<b>Acquisition &amp; Supply</b> For example: Contracting, Supply...	<b>Health</b> For example: Dental Clinic, Health Clinic/Hospital, Social Services, Fitness Center, Vet...
<b>Administration</b> For example: Legal Services, Driver's Licenses, Mail Room...	<b>Money/Finance</b> For example: Travel Pay, Military Pay, Civilian Pay, Contractor Invoice Payment, Budget...
<b>Dining</b> For example: Clubs, Snack Bars, Dining Halls, Restaurants...	<b>Operational Support</b> For example: Ship Repair, Aviation Maintenance, Equipment & Material Maintenance...
<b>Education &amp; Training</b> For example: DCSA Schools, Education Centers, O&B Program, Training, Ubran...	<b>Safety &amp; Security</b> For example: Vehicle Registration, Pass & ID, Security, Weapons Registration, Emergency Services, Police...
<b>Facility Management</b> For example: Maintenance, Construction, Environmental Issues, Public Works...	<b>Travel, Transportation, and Parking</b> For example: Shuttle Bus, H&G Shipments, ODV Shipment, Official Travel (DCSTOV), Leave Travel, Flight Passenger Terminal...

3

DEPARTMENT OF THE NAVY  
BUREAU OF MEDICINE AND SURGERY  
7700 ARLINGTON BOULEVARD  
FALLS CHURCH, VA 22042

Naval Patient Satisfaction Survey - FY14

We need your help to insure the quality and delivery of care meets the needs of Navy Medicine beneficiaries.

According to our records you recently had a healthcare visit with (PROVIDER'S NAME) on (VISIT DATE) at the (FACILITY NAME). Is this correct?

Yes  → Please continue with the survey.  
No, saw someone else  → Please continue with survey.  
No, didn't have visit  → Please stop and return your survey now.

Thinking specifically about your visit with (PROVIDER'S NAME) on (VISIT DATE) at the (FACILITY NAME), please respond to each of the following questions. Please mark an "X" in the box for the answer that expresses your response.

1. Did you see your PCM during this visit?  
Yes  No, I saw another provider from a different team  No, I saw a specialty provider  I don't know who my PCM is

2. In general, I am able to see my provider(s) when needed.  
Strongly Agree  Agree Somewhat  Neither Agree nor Disagree  Disagree Somewhat  Strongly Disagree

3. After checking in, I was kept informed about how long I would have to wait for my appointment.  
Yes  No

4. I am well informed about my current medications.  
Strongly Agree  Agree Somewhat  Disagree  Disagree Somewhat  Strongly Disagree

5. My provider team considers my values/concerns when we make decisions about my health care.  
Strongly Agree  Agree Somewhat  Neither Agree nor Disagree  Disagree Somewhat  Strongly Disagree

6. My provider(s) explained my medical condition and treatment in a way I can understand.  
Strongly Agree  Agree Somewhat  Disagree  Disagree Somewhat  Strongly Disagree

7. My provider seemed informed and up-to-date about my care from other providers.  
Strongly Agree  Agree Somewhat  Disagree  Disagree Somewhat  Strongly Disagree

8. My provider demonstrated concern about my mental/emotional state when assessing my condition.  
Strongly Agree  Agree Somewhat  Neither Agree nor Disagree  Disagree Somewhat  Strongly Disagree

9. I have the knowledge to make healthy choices and informed medical decisions.

Examples: Correct  Incorrect   
Please return your completed questionnaire to the ICE Box 20399 FPOA, HI 40225

Show all the service providers for USNH Guam  
comment to the appropriate point of contact for this ICE site, click on the following link: Site Suggestions, Questions, Comments

Service Provider Summary Report  
for U.S. Naval Hospital Guam  
Top of Page

of Information Act - USA.gov - Section508.gov - DefenseLINK - FirstGov - The White House - GSA

Patient Visit ID Barcode



DEPARTMENT OF THE NAVY  
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1. Did you see your PCM during this visit?  
Yes  No, I saw another provider from a different team  No, I saw a specialty provider  I don't know who my PCM is

2. In general, I am able to see my provider(s) when needed.  
Strongly Agree  Agree Somewhat  Neither Agree nor Disagree  Disagree Somewhat  Strongly Disagree

3. After checking in, I was kept informed about how long I would have to wait for my appointment.  
Yes  No

4. I am well informed about my current medications.  
Strongly Agree  Agree Somewhat  Disagree  Disagree Somewhat  Strongly Disagree

5. My provider team considers my values/concerns when we make decisions about my health care.  
Strongly Agree  Agree Somewhat  Neither Agree nor Disagree  Disagree Somewhat  Strongly Disagree

6. My provider(s) explained my medical condition and treatment in a way I can understand.  
Strongly Agree  Agree Somewhat  Disagree  Disagree Somewhat  Strongly Disagree

7. My provider seemed informed and up-to-date about my care from other providers.  
Strongly Agree  Agree Somewhat  Disagree  Disagree Somewhat  Strongly Disagree

8. My provider demonstrated concern about my mental/emotional state when assessing my condition.  
Strongly Agree  Agree Somewhat  Neither Agree nor Disagree  Disagree Somewhat  Strongly Disagree

9. I have the knowledge to make healthy choices and informed medical decisions.

## Instructions for ICE:

Go to:  
[ice.disa.mil/index.cfm?fa=site&site\\_id=169](http://ice.disa.mil/index.cfm?fa=site&site_id=169)

Select: Health

Select service provider (e.g. Immunizations)

Fill out the comment card

Submit

# Health Services and Specialty Programs

## Aeromedical Evacuation

If you develop any medical complications and need to see a specialist for medical care not available at this hospital, there is a possibility you may be “Medevaced” to Okinawa or Hawaii. Examples include: pre-term labor, Cardiac problems, or other complications needing specialized treatment. Passports are required for all dependents who are medevaced.

## Medical Evaluation Board

Active duty military personnel being evaluated may obtain further information by calling the Physical Evaluation board liaison Officer (PEBLO) at 344-9438.

## Decedent Affairs

This facility is equipped with a mortuary and a fully licensed staff of funeral directors. They are responsible for ensuring the disposition of deceased active duty personnel, regardless of service, and stateside-hire federal service employees. Family members qualify for decedent affairs benefits on a reimbursable basis; that is, the hospital must be reimbursed by the sponsor for services.

## Exceptional Family Member Program (EFMP)

The Exceptional Family Member Program (EFMP), is designed to provide support to military family members with special needs both medical and educational. The goal of EFMP is to make sure that the family members are located or will be PCSing to a location where the duty stations can meet their medical and special needs.

EFMP is broken down into 6 categories. Guam only has the capabilities to handle categories 1 and 2. A category of 3 and above will disqualify the member's dependents from transferring to Guam. If the dependent is given a category of 3 or above, they will have to go through a re-screening process and could receive a decision of ERD (early return of dependents). Normally it is the doctor, EDIS or school counselor who determines whether or not a dependent needs to be enrolled into EFMP.

For more information please visit the EFMP website:

<http://www.npc.navy.mil/CommandSupport/ExceptionalFamilyMember>

# Birth Certificates

**Has your child's birth certificate been registered with the Government of Guam Department of Public Health and Social Services, Vital Records Unit?** It is the parent's responsibility to ensure their child's birth is accurately registered. The Vital Statistics Office at this facility prepares the birth certificate worksheets for all births occurring at this hospital. The accuracy of the worksheet depends on the information provided by the parent(s).

Vital information is often left out of the birth certificate worksheet causing a delay in filing or incorrect information on the original birth certificate. Upon discharge from the hospital please ensure that every block on the worksheet has been completed and is correct. Do not take the worksheet home. It must be left with the Admissions

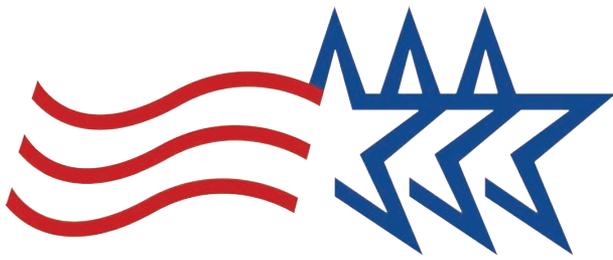
and Discharge Clerk in the Patient Administration Department.

If the worksheet is not turned in to the Patient Administration Department, then the birth cannot be registered. Be sure to provide your current address and phone number on the worksheet. Government of Guam policy is that unmarried mothers cannot use a father's name on the birth certificate.

An affidavit of paternity signed by the father is required to allow the father's name to be entered on the birth certificate. Be sure that you have at least two certified copies of the baby's birth certificate.

[For information concerning birth certificates please contact the office of vital statistics at 671-735-7263.](#)





**T R I C A R E<sup>®</sup>**

**TRICARE is a health program for:**

**Uniformed Service members Including active duty and retired members of the:**

- U.S. Army
- U.S. Air Force
- U.S. Navy
- U.S. Marine Corps
- U.S. Coast Guard
- Commissioned Corps of the U.S. Public Health Service
- Commissioned Corps of the National Oceanic and Atmospheric Association and their families

**National Guard/Reserve members Including members of the:**

- Army National Guard
- Army Reserve
- Navy Reserve
- Marine Corps Reserve
- Air National Guard
- Air Force Reserve
- U.S. Coast Guard Reserve and their families
- Survivors
- Former spouses
- Medal of Honor recipients and their families, and
- Others registered in the Defense Enrollment Eligibility Reporting System (DEERS).

### **Types of Beneficiaries**

1. Sponsors—active duty, retired and Guard/Reserve members.
2. Family members—spouses and children who are registered in DEERS.
  - a. Update your DEERS at:

[https://www.dmdc.osd.mil/milconnect/faces/index.jspx?\\_afLoop=3989167320933338&\\_afWindowMode=0&\\_adf.ctrl-state=1c453jutoz\\_4](https://www.dmdc.osd.mil/milconnect/faces/index.jspx?_afLoop=3989167320933338&_afWindowMode=0&_adf.ctrl-state=1c453jutoz_4)

Your benefits and plans will vary depending on your beneficiary category. to learn more, go to:

[http://www.tricare.mil/Welcome/Eligibility.aspx?sc\\_database=web](http://www.tricare.mil/Welcome/Eligibility.aspx?sc_database=web)

- Active duty service members and families
- National Guard/Reserve members and families
- Retired service members and families
- Retired Reserve members and families
- Beneficiaries eligible for TRICARE and Medicare
- Survivors
- Children
- Former spouses
- Medal of Honor recipients and families
- Dependent parents and parents-in-law
- Foreign Force members and families



# Important TRICARE Information

## The Affordable Care Act

The Affordable Care Act, also known as the health care reform law, requires that individuals maintain minimum essential coverage beginning in 2014. The law imposes a penalty on those who do not have that coverage beginning in 2014. Please be aware that the TRICARE program is considered minimum essential coverage. Watch for future communications from TRICARE or visit [www.tricare.mil](http://www.tricare.mil) for more information about your minimum essential coverage requirement.

To receive TRICARE news and publications via e-mail, visit [www.tricare.mil/subscriptions](http://www.tricare.mil/subscriptions) to sign up. To receive benefits correspondence via e-mail instead of postal mail, visit <http://milconnect.dmdc.mil> to sign up.

## TRICARE Overseas

TRICARE Web site: [www.tricare.mil](http://www.tricare.mil)  
TRICARE Overseas Program contractor: International SOS Assistance, Inc.  
Overseas Web site: [www.tricare-overseas.com](http://www.tricare-overseas.com)

## TRICARE Pacific

Asia, Guam, India, Japan, Korea, New Zealand, and Western Pacific remote countries

## TOP Regional Call Centers

Singapore: +65-6339-2676 (overseas)  
1-877-678-1208 (stateside)  
[sin.tricare@internationalsos.com](mailto:sin.tricare@internationalsos.com)  
When you call your TOP Regional Call Center, you will be prompted with the

following menu of options; the GTSC is available at option 4:

Option 1: Medical Assistance (directs you to the Medical Assistance team at your TOP Regional Call Center)  
Option 2: Claims issues (connects you to a claims customer service specialist)  
Option 3: Health care finder/ authorization assistance (helps you find health care at military hospitals and clinics overseas or find a local host nation provider in your community)

Sydney: +61-2-9273-2710 (overseas)  
1-877-678-1209 (stateside)  
[sydricare@internationalsos.com](mailto:sydricare@internationalsos.com)

## Medical Assistance

Singapore: +65-6338-9277  
Sydney: +61-2-9273-2760  
TRICARE Area Office  
+81-98-970-9155  
2036 (DSN)

[www.tricare.mil/pacific](http://www.tricare.mil/pacific)

For more detailed information: [http://www.tricare.mil/Welcome/Enroll/TPO.aspx?sc\\_database=web](http://www.tricare.mil/Welcome/Enroll/TPO.aspx?sc_database=web)

For toll-free contact information, visit [www.tricare-overseas.com](http://www.tricare-overseas.com). Toll-free lines may not be available for all mobile phone carriers overseas. Only call Medical Assistance numbers to coordinate overseas emergency care.



The **Medical Home Port** places a patient in the center of a collaborative team of caregivers—from doctors to nurses to case managers—led by their primary care manager. The patient and Medical Home Port Team work together in a coordinated, whole-person approach to health. Patients will enjoy:

- Increased Access to Care
- Clinical Quality
- Building Relationships
- Behavioral Health
- Civilian Collaboration
- Email your team through Relay Health
- Check your record through TRICARE online



For more information go to our website:  
<http://1.usa.gov/1n4qQSh>

# Third Party Collections

## ***What is the Third Party Collection Programs Public Law 99-2782 (10 U.S.C. 1095) established the Third Party Collection Program?***

The program directs military hospitals to bill private insurance companies for the cost of care provided by the military facility. When a patient has commercial insurance, the government will bill the insurance company for outpatient and inpatient care. The government determines an average cost of an inpatient stay or of an outpatient clinic visit and bills this amount to the insurance company.

You cannot be charged a deductible or co-payment for care received through the military facility. The government will absorb these costs. Therefore, claims filed by the government for care you receive may count toward meeting your deductible. This may result in a significant savings to you if you later seek civilian medical care.

### **Please note the following points of the program:**

U.S. Naval Hospital, Guam will bill your commercial health insurance for care you receive here. Billing includes inpatient hospital care as well as outpatient clinic visits. You will not be charged any deductible or co-payment for services received at any military hospital. The money will be used to enhance the quality of care at U. S. Naval Hospital, Guam.

### **What is the patient's responsibility?**

Bring your insurance identification card with you each time you visit the hospital or a branch clinic. This information is required by law.

Complete and sign the third party collections (DD 2369) form on availability of health insurance.

Updating insurance information when you visit us, if coverage has changed.

### **With your cooperation Third Party Collection will:**

Result in additional funds for local use at U. S. Naval Hospital, Guam.

Result in the purchase of additional supplies and equipment.

Help enhance the availability of health care services.

Help meet your policy deductible.

Credit card or Check only.





# American Red Cross

# Get

Information Desk Staff



General non-specialized volunteers



Low Speed  
Vehicle Drivers

## **Emergency Messages:**

National toll free 24/7: **1-877-272-7337**

Have ready: name of installation, phone number of where you are (number of doctor is helpful), military rank of member with full name and social.

# Involved With...

Health Care  
Professionals



Youth Volunteers



Pet Visitation

The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.

Located on the first floor near TRICARE. **Please call 344-9040**, also visit us at the information desk in the main atrium area.

# Education Classes

## **Breast Health Basics (one session: offered on request):**

The Breast Health Nurse is available for private consultation. The Nurse will discuss the components of breast health, how to reduce risk of breast cancer, how to identify warning signs, and teach how to do a self breast exam properly. Contact the Breast Health Nurse Coordinator at 344-9617 for more information and to schedule an appointment. Walk-ins are welcome if time is available.

## **Breastfeeding Basics (4th Wednesday of the month):**

The Breastfeeding Basics Class is an introduction to breastfeeding for new and expectant families. Contact the OB/GYN Clinic at 344-9775/6 for class schedule and registration.

## **Childbirth Class (2nd Wednesday of the month):**

Topics include an overview of the last trimester of pregnancy, stages of labor, labor and delivery techniques, bonding, pros/cons of medications, and newborn care. A tour of the Mother-Baby Unit (MBU) is included as well. Contact the OB/GYN Clinic at 344-9775/6 for class schedule and registration.

## **Cholesterol and Hypertension Management:**

This class deals with both high cholesterol and high blood pressure by examining risk factors and addressing dietary and lifestyle issues, weight management, behavior modifications, and stress. Contact your primary care manager to send a consult to Nutrition and call 344-9202 to register.

## **Daddy Boot Camp (3rd Wednesday of the month):**

This class is especially for first time dads (moms are welcome too). Topics include what to expect as a new parent, do's and don'ts of new parenting, and how to do the basics (including diapering, bathing and swaddling). To sign up: visit the OB/GYN Clinic or call 344-9775 or visit the MBU or call 344-9375.

## **Diabetes Self-Management: (1st Tuesday of the month):**

Provides essential information for diabetes education such as nutrition, medications, exercise, disease management, and prevention of long-term complications related to diabetes. Individuals can self-refer or be invited to attend following a provider recommendation. Call 344-9633 to sign up.

## **Shipsshape Weight Management:**

An eight week long class which meets once per week to provide extensive information on losing weight and keeping it off. It is designed for persons who voluntarily want to lose weight. Offered as required by demand, call 344-9124 to sign up. (Can be offered at different locations)

## **Stress Management (offered upon request):**

What stress is; emotional, physical, behavioral effects on one's life; the causes of stress, both external and internal; and learn techniques/strategies for avoiding and coping with stress. Call 344-9124 to sign up. (Can be offered at different locations)

## **Suicide Prevention:**

A presentation is available upon request. Call 344-9401.

## **Tobacco Cessation (four sessions: offered on request)**

Provides information/strategies for dealing with the physical addiction to nicotine, the psychological programming to use tobacco, and reliance on tobacco to meet emotional/social needs. The class is designed to assist participants to quit before the third session. Call 344-9124 to sign up. (Can be offered at different times/dates/ locations)

## **Weight Management for Adults:**

This hour and a half hour class discusses basic weight management guidelines, such as proper portion sizes, the importance of meal spacing, behavior modification, choosemyplate.gov and how to read food labels. Contact your primary care manager to send a consult to Nutrition and call 344-9202 to register.





**VA Guam Community Based Outpatient Clinic**

*Healthcare is available at U.S.  
Naval Hospital Guam on a  
reimbursable basis. Patients  
must be referred through the VA.*

**Services:**

Primary Care, Internal Medicine & Mental Health

**Veterans Crisis Line**

1-800-273-8255 and Press 1

Clinic Hours 7 a.m. to 4 p.m.

Phone: 671-475-5760

Parent Facility: Pacific Islands Health Care System

(808) 433-0600 or (800) 214-1306

**For information regarding VA benefits contact:**

GUAM VETERANS AFFAIRS OFFICE

OFFICE OF THE GOVERNOR

P.O. Box 2950 • Hagatna, Guam 96932

Tel: (671) 475-8388-94 • Facsimile: (671) 475-8396

# Emergency Codes

<b>Code BLUE</b>	<b>CARDIAC or RESPIRATORY ARREST</b> Identify as "adult" or "pediatric" and state location												
<b>Code RED</b>	<table border="0"> <tr> <td>Rescue Patient</td> <td><b>FIRE</b></td> <td>Pass</td> </tr> <tr> <td>Announce Alarm</td> <td></td> <td>Aim</td> </tr> <tr> <td>Close Doors</td> <td></td> <td>Squeeze</td> </tr> <tr> <td>Extinguisher</td> <td></td> <td>Sweep</td> </tr> </table>	Rescue Patient	<b>FIRE</b>	Pass	Announce Alarm		Aim	Close Doors		Squeeze	Extinguisher		Sweep
Rescue Patient	<b>FIRE</b>	Pass											
Announce Alarm		Aim											
Close Doors		Squeeze											
Extinguisher		Sweep											
<b>Code PINK</b>	<b>INFANT ABDUCTION</b> Describe abductor and child with last known location. Block all Exits												
<b>Code GREEN</b>	<b>SECURITY ALERT</b> Activate silent alarm for Unarmed Combative or Disruptive Person												
<b>Code BLACK</b>	<b>BOMB THREAT</b> Report but NEVER handle any suspicious Packages												
<b>Code BROWN</b>	<b>INPATIENT/EMERGENCY DEPARTMENT RESTRAINT</b> Only trained staff responds.												
<b>Code GRAY</b>	<b>DISASTER or MASS CASUALTY</b> Follow Departmental S.O.P. or report to Manpower Pool if unassigned												
<b>Code PURPLE</b>	<b>OB EMERGENCY</b> Code Purple Team will Respond												
<b>Code SILVER</b>	<b>CHILD/ADULT LOST/ELOPED</b> Describe lost or eloped person with last known location												
<b>Code WHITE</b>	<b>ACTIVE SHOOTER</b> Shelter in place if possible. Evacuate if necessary. Direct action is LAST resort												
<b>Code YELLOW</b>	<b>UTILITY FAILURE</b> State the nature and location of failed utility												
<b>Code MAGENTA</b>	<b>RAD CONTAMINATED/INJURED PERSON</b> ER, Rad Health Officer, and Rad Health Techs respond.												



**TRICARE Online (TOL) provides secure access to online features for DoD beneficiaries receiving care through a military hospital or clinic.**

TRICARE Online allows you to:

- view, schedule, and cancel military hospital or clinic appointments for yourself or your authorized family members
- receive email and text message appointment reminders
- refill and check the status of your prescriptions at your military hospital or clinic
- view, download, or share your personal health data via the Blue Button
- access your patient centered medical home site to communicate with your health care team
- access the online health risk assessments

To access these features, please log into TOL using your CAC, Premium DS Logon, or DFAS MyPay account.

To learn more about DS Logon or obtain a DS Logon account, please visit the DEERS DoD Self-Service Access Center.

To access TRICARE benefits information, please visit [www.tricare.mil](http://www.tricare.mil).



Visit the **Appointment Center** to schedule, view, and cancel military hospital or clinic appointments. Set up and receive email and text message reminders. Act on behalf of yourself or your family members.



Use the **Blue Button** feature to securely view, download, print, or share your lab results, radiology results, medication profile, allergy profile, encounters, problem lists, immunizations, and vital signs.



Go to the **Prescription (Rx) Refill** section to refill your prescriptions for military hospital or clinic pick-up. Check your prescription status. Act on behalf of yourself or your family members.

## Medical Home Port is the Navy's approach to the nationwide "medical home" model of care.

Medical Home Port places you at the center of a collaborative team of caregivers—from doctors and nurses to case managers—led by your primary care manager (PCM). You and your team work together for a coordinated, whole-person approach to health.

Accessing your PCM and team is made even easier with Medical Home Port online services. This suite of services requires an

account on TRICARE Online and Relay Health. Together, these two programs afford patients complete access to secured medical record information. Use Relay Health to:

- Stay in Touch with your PCM
- Email your provider
- Schedule an appointment
- Request a medication renewal
- Access health information
- Create your own personal health record

Go to the U.S. Naval Hospital Website to learn more or to watch an informative video.



# RelayHealth

Patient Handbook 61

# 2014

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January 1st: New Year's Day, January 20th: Martin Luther King Day, February 17th: Presidents' Day, May 26th: Memorial Day, July 4th: Independence Day, September 1st: Labor Day, October 13th: Columbus Day, November 11th: Veterans Day, November 27th: Thanksgiving Day, December 25th: Christmas Day

# 2015

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January 1st: New Year's Day, January 19th: Martin Luther King Day, February 16th: Presidents' Day, May 25th: Memorial Day, July 3rd: Independence Day (observed), July 4th: Indep. Day, September 7th: Labor Day, October 12th: Columbus Day, November 11th: Veterans Day, November 26th: Thanksgiving Day, December 25th: Christmas Day

## Medication Refills

## Quick Reference

My Doctor

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Specialist

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Dentist

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Veterinarian

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Spouse/Partner

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Emergency Contact(s)

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School Office

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Insurance

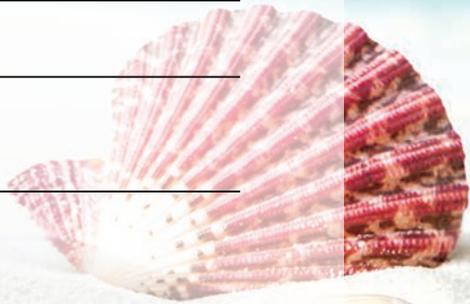
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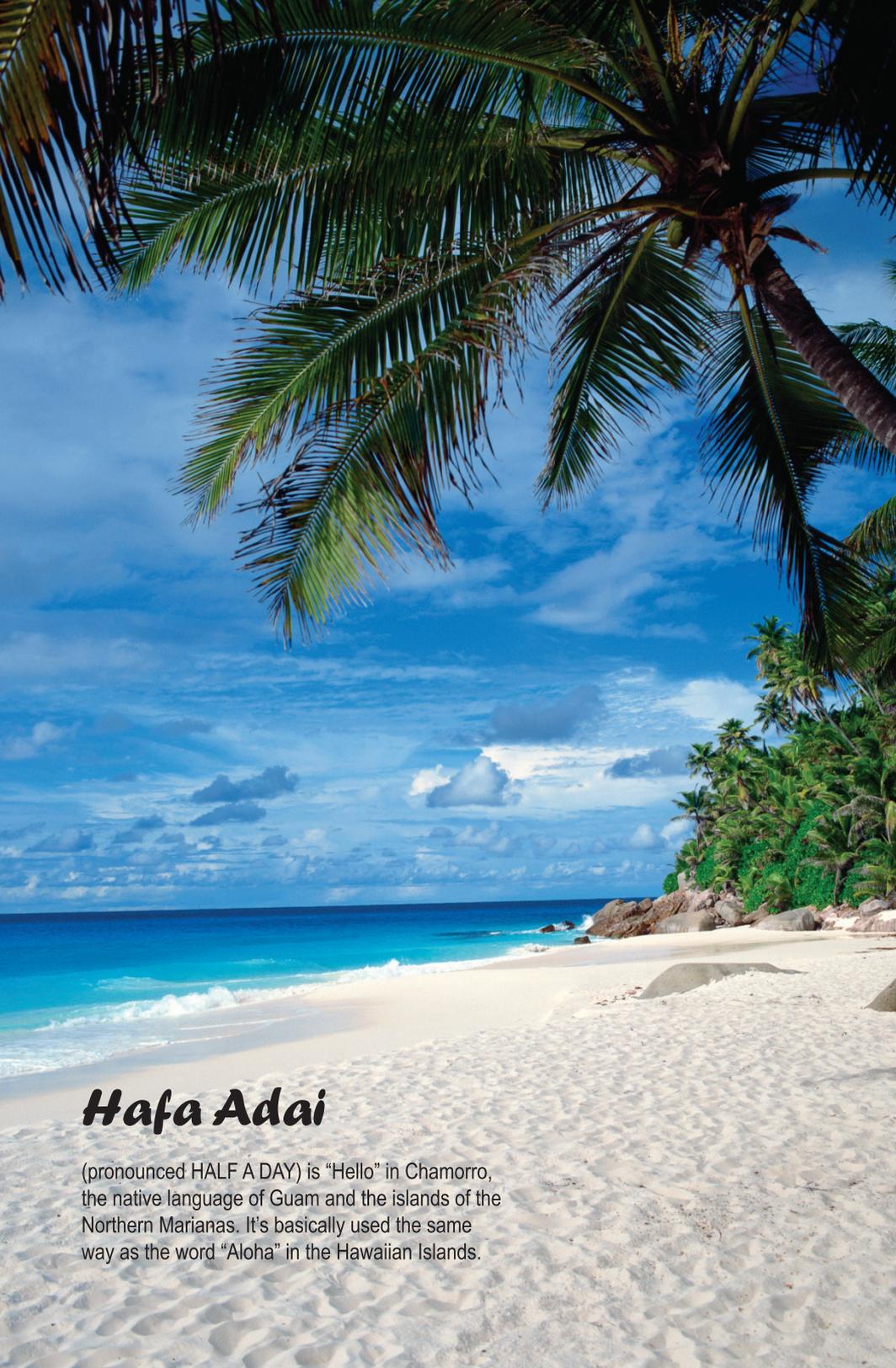
Church

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Movie Theater

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## ***Hafa Adai***

(pronounced HALF A DAY) is “Hello” in Chamorro, the native language of Guam and the islands of the Northern Marianas. It’s basically used the same way as the word “Aloha” in the Hawaiian Islands.