



## FREQUENTLY ASKED QUESTIONS

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### 1. How do I contact NMCS D Patient Relations?



Naval Medical Center San Diego  
**Attn: Patient Relations Department**  
34800 Bob Wilson Drive  
San Diego, CA 92134



[Patient Feedback Manager](#)



**(619) 532-6418**

### 2. How do I request an interpreter (foreign languages and American sign language) ?

Call the Patient Relations Department during normal working hours at 619-532-6418, 0730-1600, Monday-Friday. For after hours and weekend translation requests, please call the Quarterdeck at 619-532-6400.

### 3. How do I request a second opinion?

Request for a second opinion from your primary or specialty care provider. If your request for a second opinion is not granted, contact the Patient Relations Department via one of the two methods below:



[Patient Feedback Manager](#)



**Hand deliver to the Patient Relations Department, Building 1, 1<sup>st</sup> Floor, near the Pharmacy.**

Please include the following information in your appeal:

- Full name and SSN of sponsor
- Full name of patient requesting a second opinion
- Reason(s) for request

### 4. What is Face-to-Face? How do I request a Face-to-Face conference?

Face-to-Face is a program that connects deployed service members with their hospitalized family members through a secure internet site. Please contact the Patient Relations Department at 619-532-6418 for further information.

### 5. How can I request a Social Worker? Case Manager?

Ask your primary care manager to submit a consult. Please note that beneficiaries are required to meet certain criteria in order to utilize these services.

### 6. How can I request my medical records?

Call the Patient Administration Department, Medical Records Division at 619-532-9344 or visit the Medical Records Division, Building 1/1<sup>st</sup> Floor, near the Pharmacy.



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### 8. What is Space Availability (Space-A)? How can I get an appointment as a Space-A beneficiary?

Space Availability is also known as “Space-A.”

Space-A patients are:

- TRICARE Standard/Extra beneficiaries (Active Duty Family Members, Retirees, Eligible Family Members of retirees)
- NATO members/Partners for Peace Countries/Reciprocal Agreements
- Ex-service maternity
- Secretarial designees
- Dependent parents and parent in-laws
- Federal Judges

Space-A beneficiaries are eligible for care, but at a lesser priority access for primary care compared to that of TRICARE Prime beneficiaries.

Space-A beneficiaries are advised to walk-in or call the clinic directly and speak with the Clinic Manager or the Clinic Customer Service Representative.

For additional information on Space-A, please contact a Health Benefits Advisor at 619-532-8328.

### 9. How can I send a compliment?

Please send your compliments to the Patient Relations Department via one of the three methods below:



Naval Medical Center San Diego  
**Attn: Patient Relations Department**  
34800 Bob Wilson Drive  
San Diego, CA 92134



[Online Comment Card](#)



**Hand deliver to the Patient Relations Department, Building 1, 1<sup>st</sup> Floor, near the Pharmacy.**

### 10. How can I send my concerns?

Please send your concerns to the Patient Relations Department via one of the three methods below:



Naval Medical Center San Diego  
**Attn: Patient Relations Department**  
34800 Bob Wilson Drive  
San Diego, CA 92134



[Online Comment Card](#)



**Hand deliver to the Patient Relations Department, Building 1, 1<sup>st</sup> Floor, near the Pharmacy.**



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**11. How can I find out if my friend or family member is hospitalized at NMCS D?**

Please contact the Patient Administration Department at 619-532-8319 or the Quarterdeck at 619-532-6400.

**12. How can I stay at the Fisher House?**

Contact the Fisher House Office for availability at 619-532-9055, after hours call 619-944-9677, or visit their website at <http://www.med.navy.mil/sites/nmcSD/Pages/services/FisherHouse.aspx>.

**13. How can I get in contact with Medical Boards? Limited Duty (LIMDU)? Physical Evaluation Board (PEB) attorney?**

Disability Advisory Counsel is available from:

**Disability Advisory Office**

Naval Medical Center San Diego  
Bldg 26, 1<sup>st</sup> Floor  
619-532-5605

Or

**Naval Legal Service Office Southwest**

Naval Station San Diego  
Building 56  
Please call to schedule an appointment: 619-556-1703

**14. How can I obtain a wheelchair or wheelchair assistance?**

You may obtain a wheelchair through the Emergency Department 619-532-5490, Quarterdeck (532-6400), or Patient Relations Department 619-532-6418 or 619-532-6416.

**15. How can I obtain assistance while ambulating throughout the NMCS D buildings?**

Contact Patient Relations Department for assistance at 619-532-6418.

**16. How can I contact the clinic/department Customer Service Representative?**

Ask the clinic's front desk personnel to assist you.

**17. How can I obtain information on the [Comprehensive Combat and Complex Casualty Care \(C5\) Advisory Group](#)?**

The C5 Advisory group meets on a regular basis providing a means to communicate both positive and negative experiences for process improvement initiatives. To join the C5 Advisory Council potential members (current C5 patients) should contact the Patient Relations Department at 619-532-6418 for more information.



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**18. How can I request to appeal a bill?**

To request to appeal a bill, please contact a Health Benefits Advisor at 619-532-8328.

**19. How can I volunteer my services at NMCSO?**

To volunteer within NMCSO and the outlying clinics, please contact the Patient Relations Department at 619-532-6418.