Naval Hospital Camp Pendleton
COVID-19 Information & Resources

Naval Hospital Camp Pendleton (NHCP) and its branch health clinics remain open (with the exception of Temecula Clinic and 21 Area Branch Health Clinic, which are combining resources at the main hospital) and dedicated to serving the health care needs of our active duty service members, their families, and other eligible beneficiaries.

As we respond to the Coronavirus Disease 2019 (COVID-19) pandemic, we are increasing health protection measures to decrease foot traffic throughout our facilities, reduce the spread of the virus, and allow us to better protect the health and well-being of our patients and staff.

The NHCP team is dedicated to providing the safest, highest quality care to our beneficiaries during this extraordinary time. As the situation continues to change rapidly, we’re providing the following information to alert you to any changes in our services and share important resources with you:

- NHCP Website: https://www.med.navy.mil/sites/cpen/newSite/Pages/default.aspx
- Facebook (@NavalHospitalCampPendleton): https://www.facebook.com/NavalHospitalCampPendleton/
- Instagram: https://www.instagram.com/navalhospitalcamppendleton/?hl=en

1. DoD Talking Points:
   - Protecting our people has remained a DoD priority from the start. We must take those prudent measures to limit COVID-19’s spread, while also ensuring our people are trained and ready to defend the nation.
   - We ask our people to take actions to protect themselves and those around them by employing protective measures including practicing good hand washing, social distancing, and taking appropriate actions if feeling sick.
   - The Secretary of Defense has directed multiple efforts to mitigate the pandemic’s impact on our people and set the bar for precautions.
     - Directed wear of cloth face coverings for instances where social distancing is not possible.
2. **Navy Talking Points:**
   - The Navy protects its people and our people protect the nation. COVID-19 poses increasing challenges to our force health protection and readiness, and that is why we need to focus efforts on mitigating its spread within our ranks and families.
   - The Navy is closely monitoring the outbreak and implementing mitigation strategies—the health and well-being of our Sailors and their families remain our top priority.
   - The Department of Health and Human Services (HHS) and the CDC are the federal government leads for the response to the virus. The Navy follows CDC guidelines.
   - The Navy enforces HIPAA guidelines and ensures the privacy of our Sailors. Continue to respect the privacy of our shipmates and their families. Patient information shall only be shared on a “need to know” basis to support public health efforts.
   - Commanders of individually affected geographic commands will continue to issue specific guidance to their forces.
   - We encourage our Sailors to seek the advice of shipboard or Naval Medical Facility health professionals if they believe they are unwell.

3. **NHCP Talking Points:**
   - NHCP remains open and dedicated to providing the highest quality care to active duty service members, their families, and all other eligible beneficiaries.
   - As NHCP responds to the COVID-19 pandemic, they are increasing health protection measures to decrease foot traffic throughout their facilities, reduce the spread of the virus, and allow them to better protect the health and well-being of patients and staff.
   - The NHCP team remains committed to providing safe, high quality care to patients.

4. **Communication Channels:**
   - NHCP will ensure stakeholders and beneficiaries are able to access up-to-date COVID-19 information and resources through a variety of communication channels. As the situation rapidly changes, the following resources will have updates to any changes to NHCP services:
     - NHCP intranet (CAC-enabled): [https://cpen-vm-s3/](https://cpen-vm-s3/)
5. COVID-19 Specialty Services:

- **COVID Hotline Call Center:** If you believe you were potentially exposed to COVID-19, please contact the NHCP hotline at 760-725-4357, option 6. This resource is specifically designed for individuals with a potential exposure to COVID-19 and a fever, cough, or difficulty breathing. If you are experiencing a medical emergency, please dial 911.

- **Flu Tent:** Our flu tent will allow patients with respiratory illness symptoms (fever, cough, and shortness of breath), a history of travel, and believed exposure to COVID-19, to be screened prior to entering the Emergency Department (ED) at NHCP. The flu tent began providing services March 6, 2020, and is open 24/7. Those who are seeking evaluation for flu-like illness or potential COVID-19 infection will be directed to the flu tent where they will be checked in, triaged, and evaluated by a licensed provider all at the tent. During the triage process, the providers will determine if further evaluation and testing is needed, or if patients can proceed home for self-observation. The flu tent is primarily a screening process to determine the right course of care for patients, and not all patients will be tested.

- **Pharmacy Tent & Drive-Thru Pharmacy:** A pharmacy tent was stood up March 20, 2020, operating 0730-1800 (M-F) for refill pick up and new prescriptions for patients coming from outside the hospital to minimize the foot traffic inside the hospital. NHCP is also leveraging the 13 Area drive-thru for refill pick up and new prescription pick up. The main hospital has absorbed the workload for all refills for NBHC Port Hueneme and Temecula due to decrease in staffing at the branch clinics.

- **Temecula Clinic Re-Opening.** As of May 26, the Temecula Clinic will be re-opening for primary care and acute services. Support services will include laboratory, radiology, and pharmacy. Face-to-face appointments will be available for urgent medical care and routine medical needs can be met with either virtual appointments or face-to-face appointments.
Several strategies have been employed to ensure patients’ health care needs can be addressed despite the challenges presented by the COVID-19 pandemic. Primary and specialty care services are employing virtual health resources on a much broader scale, maintaining direct communication between providers and patients.

In response to the significant public health challenges posed by COVID-19, NHCP will be methodically reducing services in accordance with guidance provided by the CDC, Defense Health Agency, and if available, by specific national medical academies and societies. This reduction in services will direct adequate medical resources to meet the demands of the COVID-19 pandemic, allow medical professionals to evaluate and treat affected patients, and protect healthy patients by reducing potential exposure to those seeking evaluation for possible COVID-19.

6. **NHCP Services & Departments:**

**Bottom Line Up Front:** During the COVID-19 pandemic, any changes necessary will be made to protect our patients and staff, and to conserve limited resources. Specifically, NHCP is:

- Eliminating non-emergent, elective surgeries and procedures to include routine dental care.
- Limiting hospital entry points and screening all patients and visitors prior to entry.
- Restricting patients to one adult visitor.
  - Children 14 and younger without a medical appointment are also prohibited.
- Using telehealth options for health care delivery, wherever possible.
- Maintaining urgent/emergent/acute care.
- Implementing flu tent screening for all patients presenting with flu-like symptoms started March 6, 2020.
- Promoting use of the Nurse Advice Line for care options for all beneficiaries, 1-800-TRICARE, option 1.
- Establishing a COVID-19 hotline to triage calls and decrease in-person visits while alleviating calls to the Nurse Advise Line which is currently experiencing a large call volume.
- Increasing use of pharmacy drive-thru options and establishing a pharmacy tent located outside of NHCP for intake and dispensing.
- Designating certain rooms for suspected COVID-19 patients.
• Requiring all staff and patients entering NHCP to have a cloth face covering in their possession. Additionally, the face covering must be worn when six feet of physical distance cannot be maintained.

**Acute Services:** Acute services across all service lines will be maintained.

**Routine Services:** Each clinic is assessing the capability, need, and safety for delivering routine services at this time. Clinical decisions to postpone routine care will be based on a risk assessment by subject matter experts.

**Mental Health:** Mental Health will continue to provide acute services, observing social distancing and COVID-19 screening procedures to ensure safety.

**Continuing Psychiatric Care:** Patients requiring continuing psychiatric care will remain in their barracks/housing and utilize telehealth care options. Some patients may require in-person care, and NHCP will continue to support that care. Patients will contact the outpatient Mental Health Clinic to schedule a telehealth appointment or discuss care needs.

**Emergency Department Psychiatric Evaluations:** There is no change to Emergency Department psychiatry evaluations and care.

**Outpatient Mental Health, SARP, and TBI:** These services have transitioned to telehealth, meaning care is provided telephonically for all low acuity and stable outpatients. Patients can be brought in by exception for urgent care situations. Non-urgent care is on hold until further notice. Patients will contact the clinic to schedule a telehealth appointment.

**Primary Care:** The Area Branch Health Clinics (ABHC), with the exception of the 21 Area Branch Health Clinic, and NHCP Medical Services will remain open for primary care services and acute care. Face-to-face appointments will be available for urgent medical care and routine medical needs can be met with either virtual appointments or face-to-face appointments.

As of May 26, the Temecula Clinic will be re-opening for primary care and acute services. Support services will include laboratory, radiology, and pharmacy.

Pediatrics will continue well-child visits and immunizations for children, newborn through 12 months.

Appointments will be made through the appointment Call Center. Clinic hours/times are not being reduced at this time. Additionally, Primary Care is currently calling all
scheduled patients and, when appropriate, offering them virtual appointments, or rescheduling routine procedures and appointments.

**Surgical Services:** Surgical Services will maintain services for all sub-specialties (ENT, general surgery, oral maxillofacial surgery, ophthalmology, orthopedics and urology) to include urgent, emergent, acute, post-op, cancer, trauma, and readiness/LIMDU issues. Elective surgeries will be postponed for 60 days, beginning March 31, 2020. Clinic appointments will be available based on mission requirements and personnel availability. All sub-specialties have 24/7, on-call capabilities.

Post-operative patients and fracture clinic services will be maintained for orthopedics. Elective procedures will be postponed.

Anesthesia will be staffed to operate one operating room for urgent, emergent, and cancer cases and one operating room for OB/GYN.

Obstetrics will continue to see both acute and routine cases. Gynecology will see urgent and emergent patients. Non-urgent patients will be rescheduled.

**Clinical Support Services:**

**Physical Therapy:** Physical Therapy (PT) and Occupational Therapy (OT) clinic is open for normal business hours at all clinics. Currently, all inpatients who are post-surgical cases with a date of surgery within the last 6-8 weeks, acute injuries walked in by a clinic provider, or other patients with serious injuries that require hands-on treatment as determined by the Physical or Occupational Therapist will be seen. Therapists are calling patients who may require an updated home program.

**Pharmacy:** NHCP Pharmacy has expanded coverage to include supporting the flu treatment clinic to rapidly prepare OTC cough/cold and prescription medications (Tamiflu) 0730-1900 (M-F) and 0800-1500 (Saturdays).

The main hospital has absorbed the workload for all refills for NBHC Port Hueneme and Temecula due to decrease in staffing at the branch clinics. Inpatient pharmacy has positioned themselves to support the potential increase in patient load and acuity by shifting resources and equipment to different areas of the hospital.

**Pharmacy tent:** Additionally, a pharmacy tent was stood up March 20, 2020, operating 0730-1800 (M-F) for refill pick up and new prescriptions for patients coming from outside the hospital to minimize the foot traffic inside the hospital.

**13 Area Drive-thru Pharmacy:** We are leveraging the 13 Area drive-thru for refill and new prescription pick-up. You can select this option when calling the refill line at 1-866-286-8249.
Radiology: NHCP’s Radiology Department is limiting routine appointments and supporting all ED, inpatient, and surgical or post-operative patients. We are still supporting routine obstetric ultrasound and nuclear medicine cases, as these cases are typically time sensitive or urgent.

Dental Services: Dental services will continue to be provided in support of active duty readiness and emergencies. Dental cleanings and other routine dental care are cancelled until further notice.

Modified Visitor Policy: NHCP is further expanding visitor restrictions to prevent potential spread of COVID-19. Due to this rapidly developing situation, NHCP is taking every measure to protect the health of patients and staff.

In alignment with current visitation policies at hospitals throughout California, NHCP is prohibiting visitors across ALL areas of the hospital April 3, 2020.

The following areas will allow only ONE (1) healthy adult visitor after an on-site screening:
- Labor & Delivery
- Mother Baby Unit
- Pediatric patients (accompanying visitor must be a parent or caregiver)

Medical providers and nurses will work with families on a case-by-case basis who have special circumstances such as a critically ill or injured family member.

Patients with mobility limitations can be provided an escort upon arrival to the hospital. Please contact the Quarterdeck if you need assistance at (760) 725-1288.

7. Questions and Answers:

Q1: Does the hospital have the ability to test for COVID-19?
A1: We continue to remain in close coordination with NHRC to have access to test kits and ensure compliance with all testing procedures associated with patients exhibiting possible COVID-19 symptoms. NHCP is not a testing lab. While NHCP does not have the ability to conduct confirmation testing, providers are able to collect samples and submit to DOD or local laborites for testing and confirmation.

Q2: Where can Navy Sailors and Navy civilians find more information concerning COVID-19/all-stop guidance?
A2: Navy military members and their families who have questions regarding COVID-19 guidance or entitlements associated with stop movement should contact the MyNavy

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Career Center (1-833-330-6622) or email AskMNCC@navy.mil. Detailers are ready to support all order modifications and commands should work with their placement officers. Navy civilians should work with their local Human Resources Office.

**Q3: What actions is the hospital taking during this pandemic?**

**A3:** NHCP remains open and dedicated to serving the healthcare needs of our active duty service members, family members, and beneficiaries. As NHCP responds to the COVID-19 pandemic, we are implementing additional health protection measures to minimize foot traffic throughout the facility and help mitigate the spread of the virus, enabling us to better preserve the health and well-being of patients and staff. We remain committed to providing safe, efficient, and high-quality care to our patients.

**Q4: Why is NHCP reducing services?**

**A4:** In response to the significant public health challenges posed by COVID-19, NHCP will be methodically reducing services in accordance with guidance provided by the Centers for Disease Control and Prevention, Defense Health Agency, and if available, by specific national medical academies and societies. This reduction in services has two principal goals: 1) Direct adequate medical resources to meet the demands of the COVID-19 pandemic, while evaluating and treating affected patients, 2) Protect healthy patients by reducing potential exposure to those seeking evaluation for possible COVID-19 infection.

**Q5: How is NHCP conducting this reduction of services (i.e., new hours, times, locations)?**

**A5:** This process is fluid and based on markers of community spread of the virus as guided by the regional Public Health Emergency Officer.

**Q6: What specific services is NHCP reducing and will acute services remain available?**

**A6:** Acute services across all service lines will be maintained. Clinical decisions to postpone routine care will be based on a risk assessment by subject matter experts. These changes have been made in an effort to protect patients, conserve our staff, and preserve limited resources. Specifically, NHCP is:

1. Eliminating non-emergent, elective surgeries and procedures to include routine dental care.
2. Limiting hospital entry points and screening all patients and visitors prior to entry.
3. Restricting patients to one adult visitor, children 14 and younger without a medical appointment are also prohibited.
4. Using telehealth options for health care delivery, wherever possible.
6. Implementing flu tent screening for all patients presenting with flu like symptoms starting 6 March 2020.
7. Promoting use of the Nurse Advice Line for care options for all beneficiaries, 1-800-TRICARE, option 1.
8. Establishing a COVID-19 hotline to triage calls and decrease in-person visits while alleviating calls to the Nurse Advise Line which is currently experiencing larger than normal call volume.
9. Increasing use of pharmacy drive-thru options and establishing and pharmacy tent located outside of NHCP for intake and dispensing.
10. Designating certain rooms for suspected COVID-19 patients.

Q7. What actions should an individual take during HPCON C?
A7. Examples of actions taken during HPCON C to protect the health and safety of your family and community include:

- Avoid unnecessary contact with others, such as shaking hands and hugging.
- Avoid unnecessary travel, especially to areas known to be experiencing active disease transmission.
- Ensure supplies of food, medication, and other items needed for babies and pets are available to last at least 14 days.
- Prepare for travel restrictions and cancellation of public gatherings, such as school, religious, and other community activities; make alternative arrangements for childcare.
- Observe local guidance on movement restrictions and access requirements for military installations.
- Seek guidance from employers and unit leaders about changes to work practices (e.g., telework) and training events.
- Comply with medical orders for self-isolation or quarantine.
- Take everyday actions to stop the spread of germs.

The following Q&A are from the TRICARE website: https://tricare.mil/CoveredServices/BenefitUpdates/Archives/03_11_2020_tracking_covid19_know_the_symptoms_and_how_to_get_care
Q8. What should I do if I feel sick or think I was exposed to the virus that causes COVID-19?

A8. If you have symptoms of COVID-19, have been in close contact with a person sick with COVID-19, or traveled to areas where infection is prevalent, don’t make an appointment or walk into your local military hospital or clinic. Instead, stay at home and speak with a Military Health System (MHS) registered nurse via the Nurse Advice Line (1-800-874-2273, option 1), who will assess your symptoms. The nurse can screen you for potential or suspected exposure or infection. If needed, they can coordinate a virtual telephone visit with a health care provider.

Q9: How can I reach a registered nurse?

A9: There are several ways to reach a registered nurse:

• If you believe you were potentially exposed to COVID-19, please use the NHCP hotline: 760-725-4357 option 6. This resource is specifically designed for individuals with a potential exposure to COVID-19 and a fever, cough, or difficulty breathing.

• Call your military hospital, clinic primary care team, or your civilian provider.

• Call your military hospital, clinic appointment line, or your civilian provider appointment line.

• Call the 24/7 Nurse Advice Line (1-800-874-2273, option 1).

• Send a secure message through TRICARE Online Patient Portal to your military hospital or clinic primary care team.

As always, if you are experiencing a medical emergency, contact 911.

8. Additional Resources:

• NHCP Coronavirus Disease 2019 (COVID-19) information is posted at (CAC-enabled): https://cpen-vm-s3/

• NHCP Website: https://www.med.navy.mil/sites/cpen/newSite/Pages/default.aspx

• NHCP Social Media:
  o Facebook: https://www.facebook.com/NavalHospitalCampPendleton/
  o Instagram: https://www.instagram.com/navalhospitalcamppendleton/?hl=en
  o Twitter: https://twitter.com/NavHospCampPen?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor
• U.S. Navy Office of Information

• CDC:
  o https://www.facebook.com/CDC
  o https://twitter.com/CDCgov
  o https://www.youtube.com/user/CDCstreamingHealth
  o https://www.instagram.com/CDCgov/

• CDC Guidance for ships:
  o https://www.cdc.gov/quarantine/maritime/recommendations-for-ships.html

9. World Health Organization:
  o https://www.who.int/emergencies/diseases/novel-coronavirus-2019
  o https://www.facebook.com/WHO/

10. Navy & Marine Corps Public Health Center:
  o https://www.med.navy.mil/sites/nmcphc/program-and-policy-support/Pages/Novel-Coronavirus.aspx
  o https://www.facebook.com/NavyAndMarineCorpsPublicHealthCenter/
  o https://twitter.com/NMCPHC