

Naval Medical Center San Diego



Purpose

- Facilitate a centralized, convenient transfer process for referring providers
- One stop access phone number available 24 hours a day, 7 days a week
- Reconnect beneficiaries to their military healthcare and benefits
- Increase Graduate Medical Education opportunities
- Customer service is paramount
- Our success will be judged by you!



Process

Beginning January 4, 2010, all transfers into NMCS D will be coordinated through our new Transfer Center, located in Patient Administration Building 1, 1st floor.

Simply Call (619) 532- NAVY

- A trained Transfer Center technician within minutes will call:
 - Determine patient eligibility
 - Collect patient information
 - Identify bed availability
 - Facilitate contact between transferring and accepting providers
 - Coordinate the transfer with the Nurse of the Day
- Following the decision to transfer, the Transfer Center technician will:
 - Monitor all the necessary processes for the transfer to take place
 - Answer any questions regarding the transfer
 - Confirm patient arrival and location with the referring provider

Benefits

The NMCS D Transfer Center will offer your team the following benefits:

- Ease
 - One phone number available at all times to facilitate transfer
 - Easily navigate NMCS D services
- Time
 - Quick answers and decisions regarding transfers
- Consistency
 - Consistent outcomes
 - Standardized processes
- Peace of Mind
 - Connects TRICARE beneficiaries back into the military support network





NMCSD 
Naval Medical Center San Diego

*Naval
Medical
Center
San
Diego*

Now one simple phone call to
(619) 532-NAVY will be all it takes
to facilitate a transfer to NMCSD.

Let us take it from here.

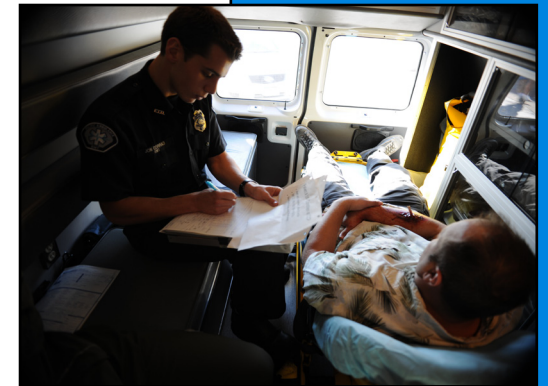


Patient Administration Department

Patient Support Division
Bldg 1, 1st Floor
34800 Bob Wilson Drive
San Diego, CA 92134

Comments or Questions?
Patient Relations Department
(619) 532-6418
Patient Support Division Officer
(619) 532- 8383

**Transfer
Center**



(619) 532-NAVY
(619) 532-6289

A Single Portal for
Navigating Transfers