



Robert E. Bush
Naval Hospital

Did you know?...

You have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

- * Through the ICE website.
- * Through the Naval Hospital Customer Comment Cards.

* The Hospital's Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the hospital's clinics.

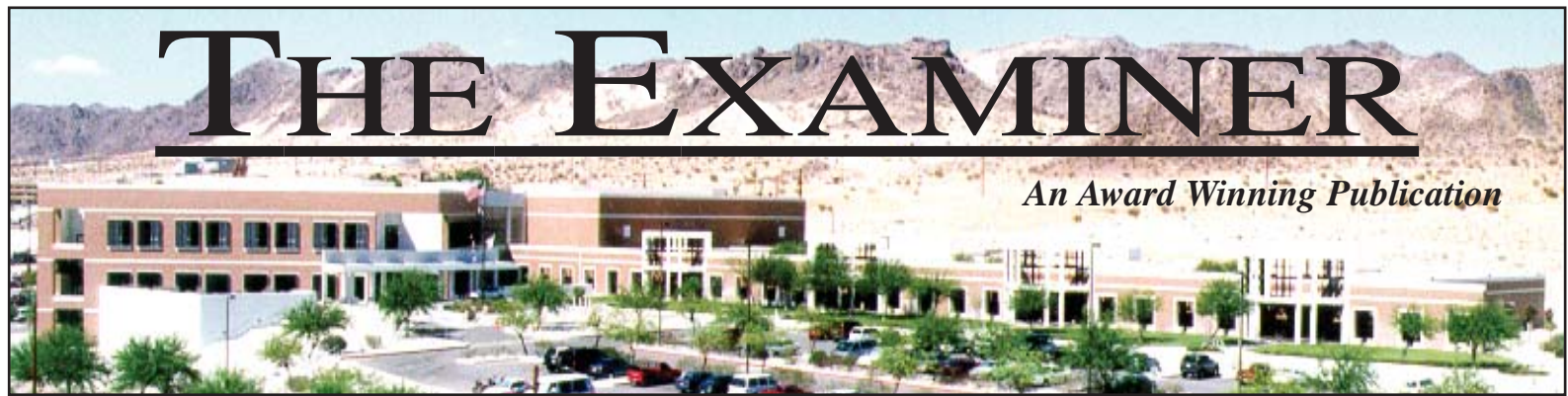
Or Directly to the Joint Commission via:

E-mail at complaint@jointcomission.org

Fax:
Office of Quality Monitoring
630-792-5636

Mail:
Office of Quality Monitoring
The Joint Commission
Oak Renaissance Boulevard
Oakbrook Terrace, IL 60181

Commanding Officer
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<http://www.med.navy.mil/sites/nhttp/pages/default.aspx>

Hospital Faces Challenge When 1,076 Don't Show for Appointments

By Dan Barber, Public Affairs Officer
Robert E. Bush Naval Hospital

Showing up late or not showing up at all for medical appointments is an ongoing challenge for Naval Hospital Twentynine Palms in trying to manage a productive clinic schedule and serve our population.

The hospital is not a walk in clinic. The clinics are run on an appointment basis, and they try to stay on schedule. According to the hospital's latest figures, last month there were 1,076 'no shows' for appointments at the hospital.

These 1,076 appointment slots were productively used, however it could keep 1,076 potential beneficiaries from receiving treatment in a timely manner. Maybe more importantly, these missed appointments could mean that some Marines or Sailors may not be 100 percent ready for deployment because they may need glasses or have an undiagnosed medical issue, leading to a serious problem for the member and their command.

Occasional emergencies arise, or a procedure takes longer than

anticipated which delays some appointments. However, over the years, it has been shown that when patients are kept waiting beyond their appointed time, it is usually because a previous patient showed up late. If this happens the clinics can see the late patient and keep everyone after them waiting, rush through the appointment (which we will not do), or reschedule the appointment for another time.

If late for an appointment, the hospital clinics will see you if the schedule permits and it does not inconvenience other patients. If the providers feel that seeing you late will cause an inconvenience for other patients, then you will be asked to reschedule.

If unable to keep an appointment, please give the hospital as much notice as possible. This is in consideration of the hospital staff that will attempt to fill

the appointment slot with another patient.

Here are some tips that will help you become more punctual; Give yourself extra time, just in case you are delayed by weather, traffic or other circumstances. Keep only one planner; carry it between your home, workplace, or daily appointments. Use a watch, or an electronic organizer with a beeper to provide you with reminders.

...more importantly, these missed appointments could mean that some Marines or Sailors may not be 100 percent ready for deployment because they may need glasses or have an undiagnosed medical issue, leading to a serious problem for the member and their command...

Naval Hospital Moves to Smoke Free Campus

By Dan Barber, Public Affairs Officer
Robert E. Bush Naval Hospital

In the mid 1980s, public concern over the health consequences of smoking led lawmakers to ban the use of tobacco products in all Federal facilities.

Since that time many businesses, large and small followed suit to restrict tobacco products in their buildings and on their premises for both employees and customers.

On January 1, 2010, Naval Hospital Twentynine Palms will become a tobacco free campus. Signs will be placed at the entrance to all parking areas advising drivers to cease tobacco use. The signs will state "Tobacco use beyond this point is not allowed. Thank you for keeping this a tobacco free campus." This ban will extend to all facilities under the command of the Naval Hospital to include the Adult Medical Care Clinic there at the Combat Center, Branch

Health Clinic China Lake located at the Naval Air Weapons Station near Ridgecrest, California and the Branch Health Clinic Bridgeport at the Mountain Warfare Training Base at Bridgeport, California.

Navy Medical personnel are not allowed to use tobacco products anywhere while in uniform, on duty, or while traveling and representing Navy Medicine. This policy set by the Surgeon General of the Navy does not impact forward deployed combat personnel. Here at the Naval Hospital that ban on tobacco use for uniformed personnel will be enforced starting in January 2010.

Captain Don C. B. Albia, Commanding Officer, Naval Hospital, Twentynine Palms will be signing the Naval Hospital Instruction in a special ceremony, banning tobacco use on campus, on November 19, during the traditional Great American Smokeout.

"The surgeon general of the Navy, Vice

Admiral Robinson, has challenged Navy Medicine to lead the way to becoming tobacco free -- both for staff and for the beneficiaries of Navy Medicine health care," said Martha Hunt, Health Promotions Coordinator at the Naval Hospital.

Currently, approximately 37 percent of active duty Naval Hospital staff members use tobacco products regularly. Compared to the general population this number is relatively high, Hunt stated. "According to a 2005 Office of Personnel Management memo for the Healthier Feds program, it is estimated that approximately 23 percent of Federal employees still smoke. It is unknown how many Federal employees use smokeless tobacco," said Hunt.

Eligible beneficiaries and civilian employees at the Naval Hospital are being encouraged to take advantage of counseling and medications to assist them in giving up the tobacco addiction.

Here's to your Health...

Understanding the Ins and Outs of Cold and Flu Prevention

By Martha Hunt, MA CAMF Health Promotions Coordinator
Robert E. Bush Naval Hospital

Get ready to fight off infection! Colds and flu are the leading cause of visits to the doctor, leading cause of school absenteeism and the leading cause of missed work.

What are the symptoms of colds and flu? How can you tell which you have? Cold symptoms include sneezing, scratchy and sore throat, mild cough, and runny nose. Most people recover from colds in two days to two weeks. Flu symptoms include chills, headache, dry cough, body aches, and fever. After a few days, you can also develop nasal congestion and a sore throat.

How do you catch a cold or the flu?

Cold viruses are mostly spread by direct contact. For example, a person with a cold may touch their face or nose, spreading even just a little mucus onto their hands. This person then transfers the virus to another

person by shaking hands or other direct contact. This newly infected person then touches their nose or mouth and this allows the virus to enter their body.

Flu viruses are spread in the air. If a person with the flu sneezes, coughs, or speaks, the air is filled with small droplets of mucus that contain the flu virus. Then you breathe this contaminated air, and become sick with the flu.

Wash your hands!

This is the best way to prevent the spread of colds and flu? Use soap and warm water. Wash all of your hand surfaces, including your wrists, and wash for at least 10 seconds. Use the towel- ing to turn off the water faucets so you don't re-contaminate yourself.

Cover your nose and mouth when you sneeze and cough!

Didn't your Mom teach you this as a kid? Well, she was

right. Covering your mouth and nose when you sneeze or cough prevents you from giving your flu or cold to someone else.

Clean and disinfect high traffic areas in your home!

The kitchen, bathroom, and kids areas are high contamination areas in your home. By keeping them clean and disinfected, you kill most of the viruses causing the flu.

An easy to make disinfecting solution is 1/4 cup of bleach in one gallon of warm water. However, if using a bleach solution on children's toys, use only one tablespoon of bleach in one gallon of water. Remember!

Never mix bleach and ammonia as a cleaning solution!

No cure for a cold or the flu is available, but many over the counter medications may help relieve symptoms. Ask the pharmacy for more information.

Suggestions for treating a cold or the flu:

- * Get plenty of bed rest
- * Drink lots of fluids
- * Take a safe pain reliever for headache and fever. Always ask a health care provider before giving any pain medication to anyone under the age of 20 years.
- * Use over the counter medications for congestion, cough or nasal discharge

* For flu, a flu vaccination can help prevent flu or lessen the severity if you do get it.

* Taking large doses of Vitamin C has never been proven to help prevent colds or the flu. In fact, taking too much of any vitamin or supplement can be harmful! Ask the pharmacy about safety of any vitamin or supplement before taking it!

The best way to prevent getting a cold or the flu is by basic good hygiene! Your mom told you to cover your mouth and wash your hands for a reason; so you would be healthier and happier.

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**Happy Birthday U.S. Navy
est. October 13, 1775**

**Happy Birthday Robert E. Bush
born October 2, 1926**



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How Do You Decide When to Seek Medical Care

By Dan Barber
Public Affairs Officer
Robert E. Bush Naval Hospital

Anytime you have an immediate life-threatening medical problem you should call 911.

Our medical staff here at the Robert E. Bush Naval Hospital would rather have the patients err on the side of caution with the realization that when they arrive at our Emergency Medicine Department that our professional staff will assess the medical condition with a process called Triage.

If your condition warrants it, immediate medical attention will be given. However, if the medical staff determines that your condition is not life-threatening you may have to wait before treatment is rendered, while patients with more serious illnesses or injury are taken care of first.

On occasion you may have to wait for several hours to be taken care of. This process is necessary in every emergency room where medical care is never given on a first-come first-served basis.

If you wake up one morning feeling ill, you can call the hospital's Out Patient Services number at 830-2752 to obtain a same day appointment, if available.

A scheduled appointment minimizes waiting time that would typically be experienced with an emergency room visit. In addition, before you leave the clinic you can book any necessary follow up appointments with the clerk at the front desk of the clinic you are visiting or by calling 830-2752.

If your symptoms are not severe enough to prompt seeking an appointment, the Naval Hospital offers an Over-the-Counter (OTC) medication dispensing program for your convenience. OTC medications may be obtained for family members between the ages of two and 18 only by a parent or guardian. Patients who are not eligible to receive OTC medications are pregnant or breast-feeding mothers, children less than two years old, and those who are currently in flight status or in

the Personal Reliability Program.

All patients must have a valid military identification card in their possession at the time of dispensing.

Each family member will be eligible to receive a maximum of four different items in a three-month period. These medications will be entered into each person's computer prescription record to screen for allergies, overlap medications and duplications.

A request from must be completed which includes a brief question-and-answer assessment of your medical conditions and current medications you are tak-

ing. You will receive a handout discussing the proper use, dosages, cautions and side effects associated with the medications you request and receive. If your medical condition does not improve or if it worsens within 48 hours, you should seek advice from a medical professional.

This program is designed to offer access to many common cough and cold, sore throat, fever, headache, stomach upset and minor gynecological medications that are listed below:

- * Acetaminophen (Tylenol) 325mg tablets & elixir
- * Ibuprofen (Motrin) 200mg tablets and suspension

- * Diphenhydramine (Benadryl) capsules and elixir

- * Pseudoephedrine (Sudafed) tablets and syrup

- * Triprolidine w/ pseudoephedrine (Actifed) tablets and elixir

- * Guaifenesin (Robitussin) syrup

- * Guaifenesin w/ dextromethorphan (Robitussin DM) syrup

- * Saline nasal spray/drops

- * Cepacol throat lozenges

- * Maalox (regular) 5 ounce bottle

- * Clotrimazole (Gyne-Lotrimin) 1 percent vaginal cream (not for the patient's first yeast infection and only one

issue every 6 months)

If you have a question to ask of a medical provider, you can call Out Patient Services at 830-2752 between the hours of 7:30 a.m. to 4 p.m., and a telephone consult will be generated to a provider. Your provider will return your call within 48 hours. After 4 p.m., weekdays and anytime on weekends or holidays, you can call the hospital Quarterdeck at 830-2190, and the duty medical officer will be contacted to return your call. The staff of the Robert E. Bush is dedicated to providing you the best medical care possible regardless of how you access that care.

Helping Your Kids with Back to School Stress

By Martha Hunt, MA
Health Promotions Coordinator
Robert E. Bush Naval Hospital

Your kids have been back to school for several weeks and they may be showing signs of stress related to school.

A new school, class or teacher can cause stress for kids as it is an unfamiliar environment. They may be going back to the same school they attended last year or to a whole new school with new friends. Here's a list of suggestions for helping to reduce your child's back to school stress.

- * Establish a regular schedule for daily meals, bedtime, homework, hygiene, and play. Setting up a structured routine for the day helps children by giving them something they can count on, while also allowing them to develop good habits. Flexibility is needed sometimes, but your child will feel more secure with a regular routine. You will also be helping them to develop good time man-

agement skills.

- * Be sure that your child gets enough sleep everyday. The recommended amount of sleep is between 9 and 9 1/2 hours for both school-aged children and teens. Preschool children need closer to 10 hours. Chronic sleep loss causes serious emotional and physical health problems such as increased colds, acting out in class, etc.

- * Avoid over-stimulating your child. Over stimulation can come from family tension, excessive arguing and/or yelling, television programs with violent or sexual content, or too many after school activity without a balanced amount of rest.

- * After school activities are great, but too many of them can cause stress. Help your child choose one or two at the most, depending on the amount of time involved. After school activities should not interfere with school work and they should also be fun and stress reducing for your child. Just because you liked soccer (or piano or whatever), doesn't mean your kid has any interest in it.

Within reason, let your child pick the activity. Just be sure it is something they are really interested in and that the whole family can afford.

- * Provide down time. Your child needs a certain amount of 'down time' every day depending on the child's personality. As a rule, children who are shy need more down time. Down time consists of having time allotted where nothing is scheduled. It may mean playing or reading alone in their room, sitting around and talking, or just lying around day dreaming. By the way, adults need daily down time also so be sure that you get your down time as well.

- * Physical activity is a must for all children, especially during the elementary school years. Children who develop good physical activity habits before age five have been shown to be more physically active as adults. If your child's school doesn't have a full program of physical education, be sure that you supplement it with some type of physical

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Super Stars...



HMI Eduardo Achay, Patient Administration, receives his sixth Good Conduct Award.



HMC Ryan Hildebrand, left, Independent Duty Corpsman at the Branch Health Clinic at China Lake, and HMC Warren Cabanlit, right, a Lab Technician at the Naval Hospital's Laboratory Department were "pinned" in a recent ceremony promoting them to Chief Petty Officers.



CSSN Renato Batallones, Combined Food Services, receives a Letter of Appreciation.



HM2 (FMF) Seth Bryan, Staff Education and Training, takes the oath at his recent promotion ceremony.



Donna Landry, Supply Clerk, Laboratory Dept. receives a 15 Years of Federal Service Award.



HM2 Jose Mata, Multi-Service Ward, receives a Letter of Appreciation.



LCDR Robert Bernard-Wort, NC, General Surgery, Orthopedic Clinic receives a Navy and Marine Corps Commendation Medal



HM3 Nicole Gacayan, Preventive Medicine, receives a Navy and Marine Corps Achievement Medal.



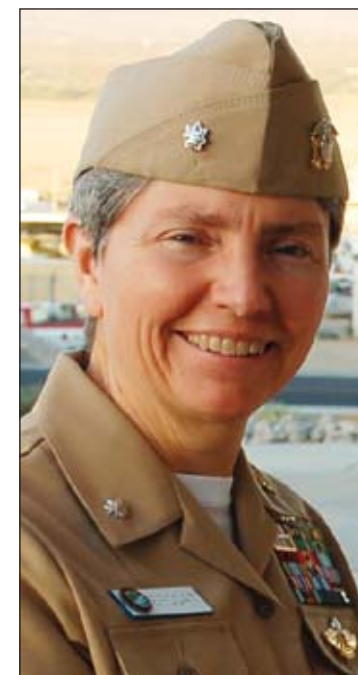
Edward Hadley, Housekeeping Supervisor, receives a 25-year Federal Length of Service Award.



CS1 Kenneth Hogg, Combined Food Services, receives his sixth Good Conduct Award.



HM3 Jessica Reyes, Pharmacy, receives a Letter of Appreciation.



CDR Donna Jefcoat, Director for Administration, receives a Gold Star in Lieu of second award of the Meritorious Service Medal.

Arm Yourself: Get a Flu Shot...

With the focus on fighting H1N1 flu this year, it's now more important than ever to get a flu shot. But where can TRICARE patients go, and when?

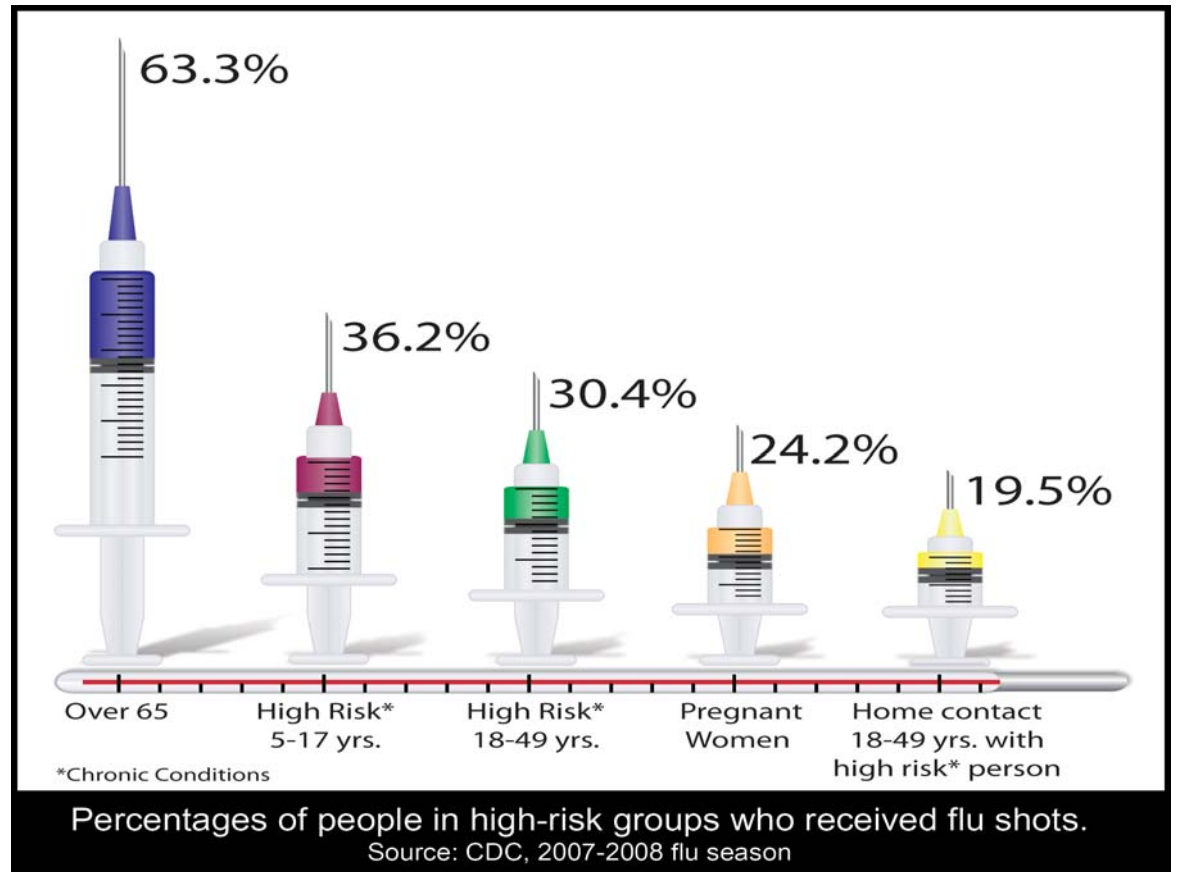
Only months ago, the World Health Organization (WHO) declared the H1N1 flu a worldwide outbreak. This year, beneficiaries will need to get their seasonal flu shot, as well as another vaccination for the H1N1 flu.

The seasonal flu vaccine is a TRICARE-covered benefit and

has up to a 90 percent success rate in a healthy population, according to the Centers for Disease Control and Prevention (CDC). On top of that, it's available as a shot or nasal spray. Patients may benefit the most by getting vaccinated in October or November. However, getting it as late as December can still help bolster the immune system.

To get either the seasonal flu shot or H1N1 vaccine, TRICARE Prime patients enrolled at a military installation clinic should call the facility to find out when the vaccines are available. As long as TRICARE

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HMCS (FMF) Rodney Ruth, POMI, receives a Navy and Marine Corps Commendation Medal.



CS2 Gao Xiong, Combined Food Services, receives her second Good Conduct Medal.



SK2 Roly Roy, Materials Management Department, takes the oath during his recent reenlistment ceremony.

Manage TRICARE Prime Online with BWE

By Tyler Patterson
TriWest Healthcare Alliance

Looking for an easy way to manage your TRICARE Prime enrollment? Eligible service members and their family can do just that by using the Beneficiary Web Enrollment (BWE) Web site.

Through BWE, you can:

* Enroll in Prime

- * Make your initial enrollment fee payment
- * Choose a primary care manager (PCM)*
- * Update personal information and DEERS records
- * Transfer enrollment to a new location or region
- * Convert active duty to retiree enrollment
- * Add Other Health Insurance (OHI) information
- * Request a new enrollment card



*Enrollment to a military clinic PCM, civilian PCM or a PCM change, may be subject to approval by the local military clinic commander.

To access BWE, visit www.triwest.com/bwe and click the link at the top of the page. You will need a Valid Certified Common Access Card, Defense Financial

and Accounting Services myPay PIN or a DS Logon (also referred to as a DoD Self-Service Logon) to use the service.

Note that TRICARE Overseas Prime beneficiaries cannot use BWE. These enrollees should contact their TRICARE Area Office for more information

about eligibility and enrollment.

Additionally, if you use BWE to change your PCM, remember the BWE site does not factor in drive time from your home to your PCM. If you select a PCM located more than 30 minutes from your home, you are accepting a waiver of TRICARE's Access to Care standards.

To learn more about Beneficiary Web Enrollment or to get started using it right away, visit www.triwest.com/bwe.

Life's Lesson...

“Our greatest happiness does not depend on the condition of life in which chance has placed us, but is always the result of a good conscience, good health, occupation, and freedom in all just pursuits.”

-- Thomas Jefferson

Back to School Stress...

Continued from page 3

activity. Also, make sure that the activity your child chooses is enjoyable to them. Playing outside works fine, as does playing some sort of sport. Go easy on workout programs for young children as their bones and joints are still developing and you don't want them injured.

* Also keep in mind that too much time spent with video games has been shown to lower children's social skills and may even cause attention deficit problems. Pediatricians recommend no more than one hour per day of video games.

* Regular, healthy meals based on good nutrition cannot be stressed enough. Three meals a day with two snack times is preferable. Breakfast is the most important meal of the day as it gives them energy to think clearly and learn. Plenty of fruits and vegetables, adequate proteins, and whole grain foods are best. Be careful with the intake of soda, sugar, caffeine and overly processed foods as both sugar and caffeine are addictive and can end up replacing more healthy food choices. Also, it has been shown that drinking one soda per day doubles the risk of diabetes and we are seeing Type-2 diabetes at much younger ages in the US, especially in teens.

* Problems in the home can be one of the biggest sources of stress for children. If you are having family problems, seek professional counseling. Family problems can include conflict between the parents, between children or step children, lack of quality time spent with children,

unsafe living environment or neighborhood, chronic illness in the family or the death of a loved one.

* Check your own stress level. Parental stress is pretty hard to avoid, but keep in mind that children generally soak up their parents' moods and tension. Develop your own stress reduction program if you see that your stress is adding to your children's stress. Above all, don't use your children as a sounding board. Seek adult friendships and or relationships for emotional support.

* Know your child's developmental stage. Take into consideration your child's emotional and physical age. Are they old enough or strong enough to be taking on all of the tasks that you want them to?

* Take time to really talk to your kids every day. This should be non-pressured, non-disciplinary conversation that is used to allow your child to express their feelings about what is going on in their lives.

* Know your child's friends and what's going on with them. Your child's friends can have a huge effect on their emotional, academic, and social well being. Use your talk time to find out what kind of peer problems your child might be having, and then help them problem-solve.

As a parent, it helps to be aware of the warning signs that your child may be under too much stress. Physical signs of stress in children include headache, teeth grinding, fatigue or insomnia, stomach problems, frequent colds, neck aches,

backaches or shoulder problems, gaining or losing weight excessively and increased use of drugs. Physical signs of stress can also include having panic attacks, where your child's pulse rate is high and their breathing is difficult.

The emotional signs of stress include anxiety, nervousness or worrying, frustration and tension, depression, irritability, mood swings, becoming easily discouraged, crying spells, thinking about suicide and feeling overwhelmed to the point that your child can't take any action at all.

The mental signs of stress in children include forgetfulness and poor concentration, low productivity, negative attitude, confusion, lethargy and boredom.

The social signs of stress include isolation and loneliness, lashing out, clamming up, nagging, few contacts with friends, hitting, shoving or lashing out physically and emotionally at family or friends and using people.

Kids have more problems and pressures today than young people of past generations. Drugs, sex, friends, family, school can add up quickly to overwhelm kids. If children don't learn healthy ways to deal with stress, they form bad habits that can last a lifetime. If you think your child is under too much stress, try the stress reduction tips just mentioned and if that doesn't help get professional advice from your health care provider.

Get a Flu Shot...

Continued from page 5

Prime patients receive the seasonal flu shot from a TRICARE network provider, the vaccine is free.

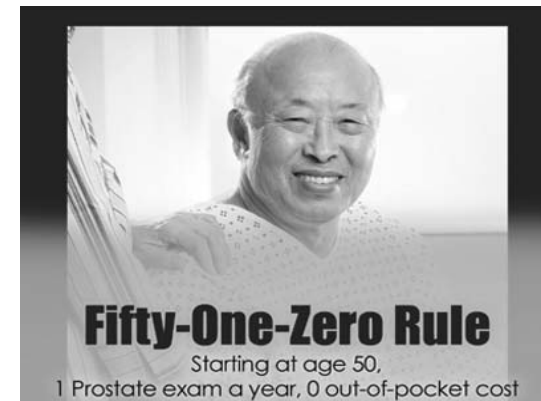
The shot is also free for those enrolled in TRICARE Standard, Extra, or TRICARE Prime Remote, as long as they use any TRICARE-authorized provider.

Keep in mind that while going to a local grocery store or pharmacy for the flu shot may be convenient, these public clinics do not use TRICARE providers and therefore TRICARE will not reimburse beneficiaries for the cost.

If beneficiaries have any concerns about receiving a seasonal flu shot or H1N1 vaccine, they should talk to their doctor. Typically, anyone 6 months and older can be vaccinated. The CDC recommends the seasonal flu vaccine for those at high risk, including:

- * People 50 years and older
- * Children 6 months to 18 years old
- * People living in nursing homes and other long-term care facilities
- * People with chronic health conditions such as asthma, diabetes or heart disease
- * People who live with or care for those at high risk for complications from flu
- * Pregnant women

For more information about the seasonal flu vaccination, West Region TRICARE beneficiaries can talk to their doctor or visit the TriWest Healthy Living Portal at www.triwest.com/healthyliving.



TRICARE Provides Free Prostate, Colon Cancer Screenings For Beneficiaries

October marks Breast Cancer Awareness Month

October is National Breast Cancer Awareness Month. The American Cancer Society estimates 175,000 women will be diagnosed with breast cancer this year, and about 43,300 women will die of the disease. It is the second leading cause of cancer death in women. More women will be diagnosed with breast cancer than any other type of cancer this year. During the month of October, the American Cancer Society is marking National Breast Cancer Awareness Month, an annual effort to focus attention on the disease.

Breast cancer is a malignant tumor that starts from cells of the breast. A malignant tumor is a group of cancer cells that may invade surrounding tissues or spread (metastasis) to distant areas of the body. The disease occurs almost entirely in women, but men can get it too. Early detection and effective treatment is expected to reduce the number of women who die from breast cancer, and developments of new methods of prevention continue to be studied.

Breast cancer can sometimes be associated with known risk factors for the disease. Many risk factors are modifiable though not all can be avoided. Hormones produced by the ovaries, beginning to menstruate at younger age, never having any children or having first child after the age of 35, or beginning menopause at a later age all increase a woman's risk of developing breast cancer. Also, a high-fat diet, lack of exercise, post-menopausal weight gain, drinking alcohol, and inheriting specific genes put women at higher risk.

Screening refers to tests and exams used to find a disease, such as cancer, in people who do not have any symptoms. The earlier breast cancer is found, the better the chances that treatment will work. The goal is to find cancers before they start to cause

symptoms. The size of a breast cancer and how far it has spread are the most important factors in predicting the outlook for the patient. Most doctors feel that early detection tests for breast cancer save many thousands of lives each year. Following the guidelines given here improves the chances that breast cancer can be found at an early age and treated successfully.

The American Cancer Society recommends the following guidelines for finding breast cancer early in women without symptoms.

Mammogram: Women age 40 and older should have a mammogram every year and should continue to do so for as long as they are in good health.

Clinical breast exam: Women in their 20's and 30's should have a clinical breast exam (CBE) as part of a regular exam by a health expert, preferably every three years. After age 40, women should have a CBE by a health expert every year.

Breast self-exam (BSE): BSE is an option for women starting in their 20's. Women should report any changes in how their breasts look or feel to their healthcare provider right away. Report any of these changes: lump or swelling, skin irritation or dimpling, nipple pain or the nipple turning inward, redness or scaliness of the nipple or breast skin, or a discharge other than breast milk.

Women at high risk: These women should speak with their doctor about the best approach for them, which may mean starting mammograms at a younger age and or more frequent exams.

If you would like to learn more about breast cancer or screening, please contact the Breast Health Coordinator at 830-2501. These exams can be scheduled by calling Central Appointments at 830-2752.