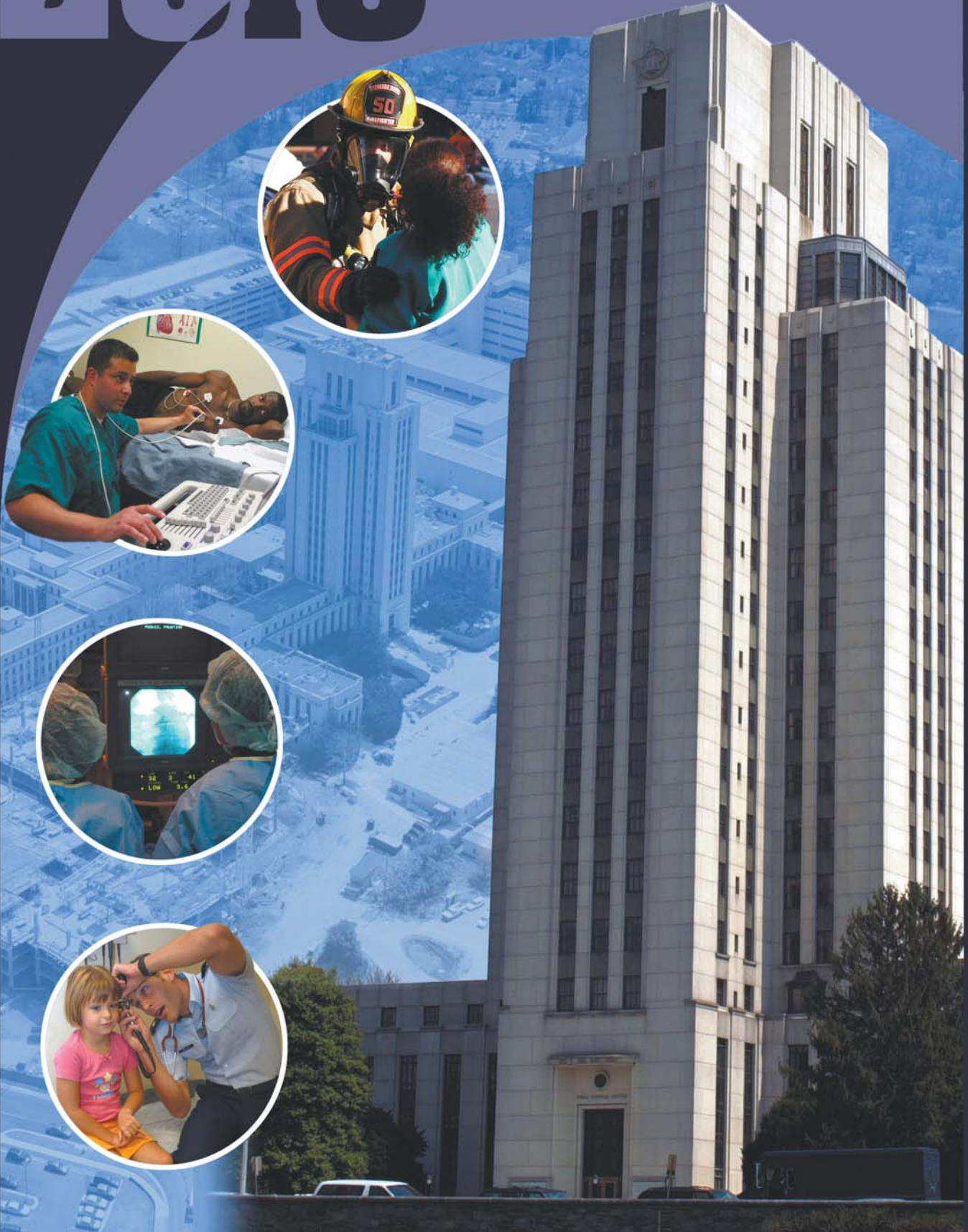


NATIONAL NAVAL MEDICAL CENTER

2010

PATIENT SERVICE GUIDE
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Commander's Welcoming Remarks



Rear Admiral Nathan
NNMC Commander

Welcome to the National Naval Medical Center (NNMC) – the Flagship of Navy Medicine. It is my distinct honor and privilege to serve as your Commander. I am very proud of this world class, state-of-the-art health care facility and its staff, who are some of the brightest and best-trained medical practitioners, administrative and support staff found anywhere in the world. As a patient or family member, you can rest assured that you are in outstanding and capable hands.

We are the “President’s Hospital”, serving and caring for our Nation’s Leaders, our wounded warfighters, and all those who serve and have served our great nation. We strive to provide the same level of exceptional care and concern to each and every beneficiary that enters our doors. Integral to our concept of care is Patient and Family Centered Care (PFCC), which ensures Force Health Protection by providing care along the entire spectrum of life. We believe that the patient’s family members are vitally important in the healing, rehabilitation and wellness process. Our men and women in the field need the support of their families back home; they need to know that their family members’ healthcare needs are being met. Quality PFCC involves a health care delivery system that is constantly evaluated and encourages partnerships among providers, patients and their families. Respect, Empowerment, Choices and Flexibility embody the concept of Patient and Family-Centered Care, which empowers individuals and families and fosters independence. It also supports patient care-giving and decision-making; respects patient and family choices and

their values, beliefs and cultural backgrounds; and involves patients and family in planning, delivery and evaluation of health care services.

While NNMC’s primary mission is the readiness and care of the Uniformed Services and their families, we also provide care for authorized government officials including the President, Vice-President, their families, members of Congress, Justices of the Supreme Court, heads of state and all beneficiaries designated by the Secretary of the Navy. In addition, we provide care to our foreign military allies and embassy personnel.

Because we are a Navy at war supporting a country engaged in the Global War on Terrorism, NNMC has been given the very important privilege and responsibility of caring for our Nation’s fallen heroes. We are honored and proud to carry out this mission of restoring the health, well-being, and function of our country’s courageous men and women who have been injured in harm’s way. They deserve nothing less than our absolute best for defending the freedoms and liberties this Nation was founded on. It is also our great pleasure to care for our veterans who gave so much in past conflicts and for their families who always supported them. We gladly do this with respect and compassion.

The National Naval Medical Center is committed to being flexible, adaptable and willing to accommodate any local, national or worldwide need. We are constantly vigilant and remain on the forefront of current events, standing by ready to assist whether it be conflicts such as the Global War on Terrorism or Operation Iraqi Freedom; natural disasters such as Hurricane Katrina and Tsunami relief; or world wide humanitarian missions to underprivileged countries as in USNS COMFORT deployments to the farthest corners of the globe to render assistance where we are needed.

We are also committed to a strong and viable health care education program. The National Naval Medical Center is a leader in Graduate Medical Education and other health professional training like undergraduate medical education; graduate degree programs in health related topics; phase II enlisted technical training; and continuing staff education and training. We continue to make constant improvements in our health professional education programs which allow us to keep up with the most current means of treatment to better-meet the needs of our patient

population.

These are very exciting times for the National Naval Medical Center and Military Medicine as a whole. Since the Base Realignment and Closure announcement became law, we have been on a *full-speed-ahead* path to the Congressionally-directed integration between NNMC and Walter Reed Army Medical Center. As we rapidly approach our deadline of September 2011, we have successfully achieved full functional integration of many of our clinics and departments. Working as a true team, we have combined the best practices of both medical centers into one cohesive unit without any interruption or compromise in patient care. With the ever-expanding evidence of construction it is becoming easier and easier to visualize the future Walter Reed National Military Medical Center, which will be the biggest, most renowned military health care system in the world. Nothing of this caliber has ever been done before and it is both an honor and a challenge to be a part of military medical history.

Today, NNMC stands as a unique military medical complex. The size and scope of our day-to-day operations requires the effort, talent and dedication of nearly 4,000 military and civilian personnel, all of which make it possible for us to maintain our title as the Flagship of Navy Medicine. I am extremely proud of and privileged to serve with such an exemplary team of professionals. As we continue to share the responsibility with Walter Reed Army Medical Center of receiving our wounded warriors who have been fighting for our freedom, our dual missions of casualty care and services to our local patient population has truly been tested. The unique challenges require that our dedicated staff remain focused, diligent and, most importantly, compassionate. We never fail to rise to the challenge. I have the utmost respect for our active duty, reserve, civilian, contract and volunteer staff. We prove our heartfelt commitment to serving our country and the beneficiaries we serve. I strive to make my job as Commander a lot easier and a rewarding experience.

Once again, welcome to the National Naval Medical Center. I thank you for your continued support and it is truly an honor to serve as your Commander.

Respectfully,
M. L. NATHAN
RDML, MC, USN

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Deputies' Welcome Message

It is an honor and a privilege for both of us to welcome you to the National Naval Medical Center (NNMC), one of the largest and most renowned military medical institutions in the world. NNMC has nearly seven decades of rich history and tradition. The hospital location was chosen by President Franklin D. Roosevelt who saw the spring-fed pond on the land and was reminded of the Biblical "Pool of Bethesda," a place of healing and renewal. Since its dedication in 1942, NNMC has been providing world-class, state-of-the-art patient and family centered health care to military members, their families, and many of our Nation's leaders, including the President of the United States. It is known as the "Flagship of Navy Medicine" and "the President's Hospital."

People come to Bethesda for many reasons: to heal, learn, teach, or stay fit and ready to serve our country. Whether you're an enlisted service member, a retired military member, family member, a newly-reporting health care practitioner, or a student, you will be receiving the best medical care and/or educational experience available anywhere. We look forward to fulfilling your health care and/or educational needs. If you are a patient, please know that it is our honor to care for you and your family members' medical needs, and to educate you about preventive health care and ways to maintain a healthy lifestyle.

Our team of nearly 4,000 professionals and support staff are ready and committed to delivering the finest and most advanced treatment possible. With the patient's total health and wellness in mind, including the needs and concerns of family members, it is our primary objective to provide the best course of action for a fast and accurate diagnosis, a well laid plan for treatment, proper follow-up care and rehabilitation, when



Capt. Daniel Zinder
NNMC Deputy Commander



Capt. David Bitonti
NNMC Deputy Commander for
Integration and Transition

necessary. While working together as a close-knit team, our staff prides themselves in their commitment to excellence, a friendly and compassionate attitude, excellent customer service, and a focus on patient and family centered care.

As our Nation continues to be involved in conflict, so does our heartfelt commitment to our service members who have been injured on the battlefield. It is our most distinct honor, responsibility and privilege to provide care to those that have given so much to preserve the rights and freedoms we all hold dear as Americans. We will

continue to do everything in our power and focus our energy in order to care for their medical and personal needs, and the needs of their family members. We do this with great pride and the utmost respect.

As you look around the base, it's hard to miss the evidence of our construction related to the Base Realignment and Closure mandate to become fully integrated with Walter Reed Army Medical Center by September, 2011. Please pardon our growing pains as we create the future Walter Reed National Military Medical Center at Bethesda. It will be the first of its kind, world class tri-service military medical and referral center. These are exhilarating and challenging times as we join forces with our sister services and move closer to making military medical history.

Once again, welcome to the National Naval Medical Center and remember we are dedicated to providing the finest patient and family centered medical treatment for our patients and their families, the best educational experience for our students and a warm/team-oriented atmosphere for our staff members.





On July 3, 2008, former President George W. Bush, Defense Department officials and Wounded Warriors broke ground on what will become the future Walter Reed National Military Medical Center at Bethesda. Bldgs. A and B will certainly continue to develop as 2010 progresses. And, as exciting as that is, it's even more exciting to anticipate the world-class health care, medical expertise, dedication, spirit, devotion and courage that will soon take form inside these walls next year.



Visual Information Directorate, Navy Medicine Support Command, Bethesda, MD.



NNMC personnel embark on humanitarian mission

National Naval Medical Center staff members completed a four-month humanitarian mission to Latin America. During the mission onboard *USNS Comfort*, known as Continuing Promise 2009 (CP09), crew members visited seven countries, including Antigua and Barbuda, Columbia, the Dominican Republic, El Salvador, Haiti, Nicaragua and Panama. They served more than 100,000 patients, conducted more than 1,600 operations and filled more than 135,000 prescriptions. The crew, which included roughly 200 staff members from NNMC, provided medical and

dental assistance, and veterinarian and educational programs both ashore and afloat.

CP09 was a collaborative effort between U.S. military forces, non-governmental agencies and host nations. The mission demonstrated goodwill and America's lasting commitment to countries in the Caribbean and Latin America.

NNMC, NDW leaders form new command

National Naval Medical Center and Naval District Washington leaders formed an agreement to align a new command, Naval Support Activity

(NSA) Bethesda. NNMC Commander Rear Adm. Matthew Nathan and NDW Commander Rear Adm. P.J. Lorge signed a Memorandum of Agreement, creating a command structure separate from that of the medical center.

NSA Bethesda will support a defense secretary initiative to align financial resources of certain base operations and maintenance activities, which will thus improve accounting and funding for these activities throughout the Defense Department. Functions directly associated with the medical center's operations will remain under control of the medical center commander.

Tricare looks to aid transition, future care in WRNMMC

An integral part of the BRAC process is integrating the existing services at NNMC and WRAMC. Tricare Management Activity's new director, Rear Adm. Christine Hunter, is interested in finding ways Tricare can help ease the NNMC and WRAMC transition. Along with that Hunter is looking forward to working closely with Joint Task Force National Capital Area – Medical leadership to help support plans for the future Walter Reed National Military Medical Center. Tricare is interested in continuing its mission of providing quality health care for service members and their families. Hunter is the former commander of Navy Medicine West and Naval Medical Center San Diego.

NNMC, WRAMC hit integration milestone

The National Naval Medical Center and Walter Reed Army Medical Center have completed integration of leadership at the senior level. All integrated clinics have filled chief positions, a process two years in the making that took cooperation and collaboration from the Army and the Navy. The commands worked together to overcome challenges, such as creating new positions and completing evaluations and awards programs.

The integrated chiefs have adapted to the best practices of each service and will move patient care into the future. Though they have a great opportunity to work in a joint arena, leaders will need to rely on joint instructions for guidance.



Receiving Mail from Home

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YOUR PATIENT'S NAME and RANK (if applicable)

National Naval Medical Center

8901 Rockville Pike

Bethesda, Md. 20889

At the National Naval Medical Center, our wounded heroes are in the trusted hands of an expert medical staff. They and their families are treated with a caring, warm and sincere human touch. They deserve nothing less.

The Marine Corps Liaison Office and the Casualty Affairs Office work together to make sure our wounded heroes and their families receive helpful information and resources during their loved one's recovery process.

To reach to Marine Corps Liaison Office, call 301-295-6111.

To reach the Casualty Affairs Office, call 301-319-6805.

Patient and Family-Centered Care

A Commitment to Patient and Family-Centered Care

The services offered at NNMC are specially designed to promote “Patient and Family-Centered Care;” an approach to the planning, delivery and evaluation of health care to encourage partnerships between our providers and our patients and their families. The four basic tenets of Respect, Information Sharing, Participation and Collaboration embody the concept of Patient and Family-Centered Care at NNMC. We recognize family and social support, open information, and patient and family involvement in health care decision making are integral components of quality health care. The commitment to Patient and Family-Centered Care practiced at NNMC leads to better health outcomes and greater patient, family and staff satisfaction. Twice a year, patients nominate NNMC care-givers for their commitment to excellent Patient and Family-Centered Care.

Mutual Dignity and Respect

Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural back-

grounds are incorporated into the planning and delivery of care. Attention to a patient’s emotional well-being, privacy and personal preferences is practiced.

Open and Honest Information Sharing

Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.

Active Participation

Patients and families are supported and encouraged to participate in care and decision-making. You can make your care safer by being an active, involved and informed patient. Ask questions. Educate yourself about your illness. Learn about your medical tests, and your treatment plan. Know what medicines you take and why you take them.

Collaboration

Patients and families are included on an institution-wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation, and evalua-

tion; in health care facility design; and in professional education, as well as in the delivery of care.

Customer Service

Our Customer Service Program includes command-wide customer service training and a customer advocate at each clinic to serve as a liaison between patients, the hospital staff and administration. The customer advocate is the first point of contact for concerns or comments regarding health care at NNMC. Should you require assistance beyond that of the clinic customer advocate, please visit the Customer Advocacy Office or give them a call at 301-295-0156 from 7:30 a.m. to 4 p.m. A Patient Advocate will be assigned to assist you.

Ethics Committee

Patient care sometimes leads to complicated situations involving quality of life issues and difficult life-and-death decisions. NNMC’s Ethics Committee identifies these issues and facilitates open communication among those involved in patient care. NNMC maximizes each patient’s care by including family members, attending or consulting physicians, nurses, or other members of



the patient's health care team. Anyone directly involved in the care of a patient can request an Ethics Consult. An Ethics Committee member is available 24 hours a day, seven days a week. To receive individual consultation, call 866-295-4913. The Ethics pager PIN number is 1068606. The Ethics Committee also monthly invites all interested patients and staff to roundtable discussions, where real-life, anonymous case studies are used for discussion purposes. Roundtable discussions occur the first Friday of each month at noon in the Stitt Library conference room.

Executive Health Care for Our Nation's Leaders

NNMC's Executive Health Care Clinic brings world-class medical care to the nation's leaders, ensuring availability, flexibility, security, and confidentiality at all times. These leaders include the U.S. President, the U.S. Vice President, members of the President's Cabinet, members of the U.S. Congress, U.S. Supreme Court Justices, and Flag and General Officers. NNMC's Executive Health Care Department also provides care for other authorized government officials, beneficiaries, foreign military and embassy personnel who the Navy Secretary and Defense Secretary designates.

Clinical Investigations Department

The Clinical Investigation Department promotes excellence in health care and militarily relevant research in addition to human subject protection. CID focuses on:

- Support for investigators offering consultation and education in literature search, research design and statistics, as well as offering financial support for beginning investigators.
- Protection of human research subjects through its support of the Scientific Review Panel and the Institutional Review Board.
- Provide research school to researchers.
- Supporting the Interdepartmental Collaborative Bethesda Research Group (ICEBERG). While conducting research these investigators also provide research mentoring for trainees.

Healthcare Resolutions

The Healthcare Resolutions Program is designed to resolve complex health

C.W. Bill Young DoD Marrow Donor Program

Each year over 30,000 Americans are diagnosed with a disease for which a bone marrow or cord blood stem cell transplant is the only possible cure. Although the registry now contains over 5 million potential donors, there are still many patients who are not able to find a lifesaving match. The National Marrow Donor Program and the C.W. Bill Young DoD Marrow Donor Program are continually working to register new donors, in the hope that one day everyone afflicted with these diseases will be able to find a match. All active-duty personnel, civil service employees and family members age 18 to 60 years old can donate. Not everybody gets called back, but the more people who register the more likely there will be match. To register as a donor in the National Capital Area, civilians should contact National Institutes of Health Marrow Donor Center at 301-496-0572. Active duty military should contact the C.W. Bill Young Marrow Donor Center at 800-MARROW3.

care disputes, issues or concerns at the lowest level and earliest opportunity – ensuring a fair resolution process for all involved parties. The emphasis of the program is “doing the right thing” when there are unanticipated adverse outcomes of care. The Healthcare Resolutions promotes an environment of transparency where unexpected results of care, treatment and services are openly and honestly disclosed, where system vulnerabilities are recognized and a commitment is made to process improvements. The Healthcare Resolutions is involved with patients and providers at the time of service delivery with typical interventions surrounding documented or perceived medical errors, unanticipated outcomes, sentinel events, expected or unexpected deaths, dissatisfied with

treatment outcomes or quality of care received. Early intervention is critical in the achievement of meaningful resolutions. This service is available to all beneficiaries.

Military Family and USNS Comfort Ombudsman

NNMC's Military Family Ombudsman and USNS Comfort Ombudsman provide information, resources and support for all active duty service members and their families, including the spouses and children of active duty members, their parents and siblings. Ombudsmen will always keep all problems, issues, concerns and resolutions in the strictest confidence. You may contact an Ombudsman seven days a week, between 7 a.m. and 9 p.m., by calling the Command Duty Office at 301-295-4611.



I am new to Tricare, where do I start?

Step 1: Eligibility

Determining if you are eligible for Tricare benefits is the first step in obtaining medical treatment. Proper registration in the Defense Enrollment Eligibility Reporting System (DEERS) is the key to receiving timely and effective Tricare benefits. DEERS is a worldwide, computerized database of uniformed services members (sponsors), their family members, and others who are eligible for military benefits, including Tricare.

All sponsors (Active Duty, Retired, National Guard or Reserve) are automatically registered in DEERS. However, the sponsor must register eligible family members. Registration of all members of the family is critical to obtaining medical treatment.

To get information about updating personal information and links to DEERS sites, go to www.tricare.mil/mybenefit/home/overview/Eligibility/DEERS/Updating. You may also go online at <https://www.dmdc.osd.mil/appj/address/indexAction.do>.

An in-person DEERS request is done through the nearest uniformed services personnel office or ID card-issuing facility. To locate the nearest facility, visit www.dmdc.osd.mil/rsl/owa/home. You may call the Defense Manpower Data Center Support Office at 800-538-9552 to update your addresses, e-mail addresses and phone numbers. (TTY/TDD for the deaf: 866-363-2883)

You should update your record in the Defense Enrollment Eligibility Reporting System (DEERS) whenever you experience any of the following life events (this list is not all-inclusive):

- Change in sponsor's status
- Retiring or separating from active duty
- National Guard or Reserve member activation or deactivation
- Change in service status (e.g. enlisted to officer, branch change)
- Getting married or divorced
- Having a baby or adopting a child (Note: DEERS registry is a separate step and is required before you can enroll a child in Tricare Prime.)
- Moving to a new location for any reason
- Becoming entitled to Medicare regardless of age (either you or a family member)
- Death of sponsor or family member

Step 2: Which Tricare benefit is best for you?

Every beneficiary's situation is different. Tricare offers several plan options to meet your health care needs. Most beneficiaries choose to receive their care through Tricare Prime however, Tricare Standard/Extra offer great flexibility to meet your health care needs.

Health Beneficiary Services at the National Naval Medical Center is located in Bldg 9, 1st floor, near the Customer Ser-

vice Desk and Tricare Service Center. A Beneficiary Counseling and Assistance Coordinator (BCAC) can inform and guide you through choosing the appropriate Tricare Program. You may also call 301-295-5143 to speak with a BCAC. Hours of operation are Monday through Friday from 7:30 a.m. to 4 p.m. For more information on Health Beneficiary Services please visit: www.bethesda.med.navy.mil/.

Tricare Prime

Tricare Prime is a health maintenance organization (HMO)-type option. Most of your health care is provided at military treatment facilities or through a network of civilian providers established by the regional Tricare contractor. Tricare Prime is available to Active Duty Service Members (ADSM), Active Duty Family Members (ADFM), retiree and eligible family members (regardless of age) who are not eligible for Medicare, Medicare-eligible beneficiaries under age 65, Congressional Medal of Honor Recipients and their family members, and certain former spouses of active or retired service members.

You may select or be assigned a primary care manager (PCM). Your PCM will provide most of your care and refer you for services he or she cannot provide. Active Duty Service Members are required to enroll in Tricare Prime.

Tricare Prime is usually best if you: do not have other health insurance (OHI); want to easily control your health care costs; want only small or no co-pays.

Tricare Prime Remote (TPR) offers Active Duty Families who reside and work in remote stateside locations access to the same health care benefits as those who live in a Prime service area. For more information on the TPR program please contact your regional TRICARE contractor.

TRICARE Prime Remote is available to ADSM's who live and work more than 50 miles or an hour's drive from a military treatment facility (MTF), and ADFM's who reside with an ADSM who live and work more than 50 miles or an hour's drive from an MTF.

Tricare Standard/Extra

Tricare Standard is a fee-for-service option. When you use Tricare Standard, you have more choice in providers since you can seek care from any Tricare-authorized provider (network or non-network), however you will pay higher out-of-pocket costs.

To reduce your out-of-pocket costs, use the Tricare Extra option by seeking care Tricare network providers. Using Tricare Extra is like using a Preferred Provider Option (PPO). When using Tricare Standard/Extra beneficiaries are responsible for meeting annual deductibles before Tricare will share costs. To find a list of network providers please contact your managed care support contractor.

Tricare Standard is usually best if you: have other health insurance; reside in a rural area where Prime is not available; prefer to manage your own care without referrals and authorizations; travel extensively; prefer a broad choice of providers; or do not use Military Treatment Facility (MTF)

for healthcare.

Tricare Standard/Extra is available to ADFM's, ADFM's who reside with an ADSM who live and work more than 50 miles or an hour's drive from an MTF, retirees and their family members, Congressional Medal of Honor Recipients and their family members, and certain former spouses of active or retired service members.

Other Health Insurance (OHI)

If you are thinking about cancelling your Other Health Insurance (OHI) consider the following: you may not be able to re-enroll in your current plan until a future open enrollment period; you may not be able to re-enroll due to pre-existing conditions; or you may lose other benefits associated with the health care coverage, such as long-term disability insurance, group life insurance, dental benefits, or vision benefits.

Uniformed Services Family Health Plan

Uniformed Services Family Health Plan (USFHP), a Department of Defense-contracted health plan, is made available by non-profit health care providers, referred to as Designated Providers, in six service areas across the country. USFHP provides benefits using the TRICARE Prime co-pay structure for its enrollees, including enrollees who are Medicare-TRICARE dual eligible. USFHP offers comprehensive health coverage and pharmacy benefits provided through networks of private physicians and hospitals in each USFHP program area. Johns Hopkins Medicine serves as the Maryland, D.C., and parts of Pennsylvania, Virginia, and West Virginia designated provider.

The Johns Hopkins Uniformed Services Family Health Plan is open to active duty family members, retirees, their spouses, and unmarried dependent children (until age 21 or 23); eligible unremarried former spouses of active-duty or retired service members; survivors of deceased active duty or retired service members who are not re-married; National Oceanic Services (NOS) members who retired prior to July 19, 1963, or who have had continuous service since that date, and their family members; retired lighthouse keepers and their family members; and qualifying active duty personnel and Guard and Reserve and their family members during TAMP.

For more information about eligibility and enrollment, including a searchable ZIP code database, visit www.usfhp.com.

Tricare for Life and Tricare Plus, what is the difference?

Tricare for Life

Tricare for Life (TFL) is Tricare's Medicare-wraparound coverage available to all Medicare-eligible Tricare beneficiaries, regardless of age, provided they have Medicare Parts A and B. Tricare is second payer to Medicare for services covered by Medicare and Tricare; this means that Tricare pays most of the costs not covered by Medicare, eliminating many out-of-pocket costs (cost shares and deductibles). TFL is also available to Congressional Medal of Honor Recipients and their family members, and certain former spouses of active or retired service members.

Tricare Plus

Tricare Plus is a program that allows beneficiaries who normally are only able to get care at a military treatment facility (MTF) on a space-available basis to enroll and receive primary care appointments at the MTF within the same primary care access standards as beneficiaries enrolled in a TRICARE Prime option.

National Naval Medical Center is proud to offer the Tricare Plus program to eligible beneficiaries who were enrolled in Tricare Prime and receiving their primary care at NNMCMC Bethesda prior to turning age 65. For more information or to enroll beneficiaries should contact the Health Beneficiary Services Division at 301-295-5143 and is located in Bldg. 9 on the 1st floor between the Customer Service Desk and the Tricare Service Center.

Tricare Plus is not a health plan; it is simply a way to access primary care at an MTF. Your enrollment in Tricare Plus will be reflected in the Defense Enrollment Eligibility Reporting System (DEERS). Tricare Plus does not guarantee access to specialty care at the MTF where you are enrolled.

You may still get care from Medicare and/or civilian providers. Tricare Standard and Extra or Medicare rules apply. For beneficiaries who are entitled to Medicare Part A and who have Medicare Part B coverage, Tricare is the second payer to Medicare for Tricare-covered services.

Tricare for Life benefits are not affected by enrollment in the Tricare Plus program. If eligible, you can participate in both programs. Tricare Plus will cover your primary care provided at an MTF and Tricare for Life will cover care that is not available at the MTF.

For more information on Medicare please visit: www.medicare.gov or you may contact Health Beneficiary Services at 301-295-5143.

Dental Options

Active duty service members, including activated National Guard or Reserve members, receive dental care through their service at either a military dental treatment facility, through the Tri-Service Remote Dental Program or through the Tricare Global Remote Overseas Call Center depending on their location and their Tricare plan.

The Tricare Dental Program is a voluntary, premium-based dental insurance plan administered by United Concordia Companies, Inc., (United Concordia). The Tricare Dental Program is available to the following beneficiaries: Active duty family members, family members of National Guard and Reserve members, members of the National Guard and Reserve (who are not on active duty orders), and Inactive Ready Reserve members. Beneficiaries must have at least 12 months of obligation left. For more information please call Stateside: 800-866-8499, Overseas: 888-418-0466 or 717-975-5017 or visit www.tricaredentalprogram.com/tdptws/home.jsp.

The Tricare Retiree Dental Program, administered by Delta Dental of California, is available to retired service members and their family members, retired National Guard or Reserve members and their family members, Medal of Honor recipients and their families, and survivors. For more information please contact 888-838-8737 or visit www.trdp.org.

Step 3: Enrollment to Tricare Prime/Choosing a Primary Care Manager (PCM)

1. Online through the Beneficiary Web Enrollment Web Site

Log on to the Beneficiary Web Enrollment Web site at <https://www.dmdc.osd.mil/appj/bwe/> and update your personal information anytime, day or night.

2. Via the Mail

Download a copy of the “Tricare Prime Enrollment Application and PCM Change Form from” from www.tricare.mil by clicking on the My Benefit module. Look under “Downloads” on the top of the page to download the form. You can also request an application from your regional contractor. Complete the application and follow the directions for returning the application to your regional contractor through the mail.

3. Visit a Tricare Service Center

You can visit any TRICARE Service Center at www.tricare.mil/contactus/, pick up a copy of the “Tricare Prime Enrollment Application and PCM Change Form,” complete the form and submit it to the Tricare Service Center representatives. After your regional contractor processes your application, you will receive a welcome letter identifying your PCM along with an enrollment card for each family member that has been enrolled. Your Tricare Prime start date will be printed on your enrollment card. Additionally, you’ll receive a copy of the “TRICARE Prime Handbook.”

Please keep a copy of your enrollment application until you have received your enrollment card. If you must seek care before receiving your card, contact your regional contractor to verify your Tricare Prime start date and PCM assignment.

4. Choosing a PCM

Honoring your preferences for assignment to a PCM depends upon availability and capacity of the provider. Contact your Tricare Service Center, preferred MTF or Uniformed Services Family Health Plan Member service for availability of PCMs.

Primary Care at the National Naval Medical Center can be accessed through the following clinics: Pediatrics, Adolescents, Medical Home, Internal Medicine, and Executive Health (Flag Officer Equivalent). Children under the age of 13 can access primary care from the Pediatrics clinic. Children between the ages of 13-21 may access primary care from the Adolescent clinic. Adults age 18 and above may access primary care from the Internal Medicine or Medical Home Clinics.

Medical home is a team approach to your health care. In a primary health care setting, Medical Home is patient-centered and compassionate. As patient, you partner with your primary care manager (PCM) and healthcare Team. Together we all work to coordinate the services you need for your best

overall health. Medical Home is dedicated to improving healthcare access by ensuring the following:

- Same-day access for urgent healthcare needs. Guaranteed! Your PCM or another Team provider will see you within 24 hours.
- Timely routine and follow-up care. Your medical needs will be monitored. In many cases, you will be proactively contacted to schedule convenient follow-up appointments.
- Hassle-free booking for follow-up and specialty appointments coordinated by your Medical Home Team. You will no longer need to call the Call Center to schedule appointments.

5. Primary Care Manager (PCM) Changes

Call Managed Care Support Contractor, currently Health Net, at 877-TRICARE (874-2273) to request a change in your PCM.

Step 4: How do I make an appointment at the military treatment facility?

To schedule an appointment with your Primary Care Manager (PCM) follow these steps:

1. Call the Appointment Call Center:

Local: (301) 295-NAVY (6289)

Toll-free: (866) NAVY-MED (628-9633)

Hours: Monday through Friday: 6 a.m. to 6:00 p.m.

2. Tricare Online gives you freedom to schedule appointments anytime, not just during business hours. Please visit <https://www.tricareonline.com> for more information.

3. Using NNMC Online at: www.bethesda.med.navy.mil/patient/health_care/medical_services/internal_medicine/medical_home.aspx, you can do a number of exciting things online. Any established beneficiary who is a registered patient at NNMC Internal Medicine, Adolescents/PEDS, Executive Health, HEME/ONC and USUHS can use this service to: request your next appointment; refill medication refills; receive your test and lab results; maintain a personal health record; communicate with your healthcare team about non-urgent symptoms from anywhere with an Internet connection; skip unnecessary office visits and avoid telephone hassles; access health information to manage your health.

Your referral to a specialty clinic follows these steps:

1. When a specialty clinic is located at your Military Treatment Facility (MTF) or a nearby MTF: After your provider submits a referral for specialty care, please wait 48-72 hours before calling the Call Center to schedule your specialty appointment: 866-NAVYMED (866-628-9633).

2. If a specialty appointment is not available at your MTF or any local MTF, your referral will be forwarded to the MCSC by the NNMC Referral Management Center to locate a specialist in the civilian network: You will receive a letter from the MCSC to inform you of an available specialist in the civilian network. The MCSC will verify that the service can be paid under your Tricare benefit. The MCSC will verify the appointment is available within four weeks. You will

schedule the appointment directly with the specialist's office. Please notify the MCSC of the appointment date: 877-TRICARE (877-874-2273) to help get the specialist's consultation information to your PCM.

3. Referral expiration: Your referral or consult expires 28 days from the date it was written. If an appointment has not been made within the 28 days, you may need to contact your Primary Care Manager (PCM) for a new referral. The MCSC for further information and assistance: 877-TRICARE (877-874-2273).

4. Need to change or cancel your appointment? At National Naval Medical Center Bethesda, call 866-NAVYMED (866-628-9633). With a civilian doctor, call the doctor's office directly. Then please notify MCSC of your appointment change: 877-TRICARE (1-877-874-2273).

5. Experiencing difficulty? Contact the Tricare contractor at 877-TRICARE (877-874-2273) to check on the status of your referral; to obtain the provider information if you have not received your letter from the MCSC within 5-7 business days; or to request a different doctor if needed.

Please check-in for your appointment 15 minutes prior to the scheduled time and allow for delays due to parking and construction.

STEP 5: How do I receive after hours care?

ONE CALL DOES IT ALL!

Beneficiaries enrolled to NNMC and its branch clinics may make an appointment by speaking to a Primary Care Manager (PCM) after hours or by getting authorization for urgent care after hours. Please call either of the following numbers: 301-295-NAVY (6289) or 866-NAVYMED (628-9633).

During working hours Monday through Friday from 6 a.m. until 6 p.m., the Patient Appointment Call Center's (PACC) live agents will make your appointment ... or find someone who can.

After hours, the same number will forward you to an answering service that will assist you in speaking to the PCM on call to address your urgent health care concerns. (Direct line: 800-747-3661)

If urgent care is indicated by the PCM and care within NNMC is not an option (because it is after hours, you are out of the area, etc.), dial 877-Tricare for assistance in locating a TRICARE authorized care facility nearest you. Tell the agent you have spoken to the PCM on call and they have authorized Urgent Care (Remember, no authorization is needed for emergency care, dial 911 or go to the nearest emergency room.).

STEP 6: How do I fill my prescriptions?

Tricare offers several convenient ways for you to have prescriptions filled depending on your family's specific needs. You can have prescriptions filled at any of these pharmacies, based on your specific situation, and you can use more than

one option at a time.

- **Military Treatment Facility Pharmacy:** Least expensive option with no out-of-pocket costs. You may have prescriptions filled (up to a 90-day supply for most medications) at a military treatment facility (MTF) pharmacy free of charge.
 - **Pharmacy at NNMC, Bethesda, MD:** Location: Bldg. 9, 2nd Floor. Main Pharmacy located at top of escalators. From 2nd deck of Visitors' Garage cross skywalk into Bldg. 9; Pharmacy on right. Prescription Refills (call 24/7): 800-377-1723. Satellite Pharmacy Refill Pick-up: 301-295-6873. Prescription Questions: 301-295-2124. Hours of Operation: Closed Sunday and all Federal Holidays; open Monday through Friday 7:30 a.m. to 8:30 p.m.; Saturday: 8 a.m. to noon.
 - **Satellite Pharmacy at NNMC, Bethesda, MD:** Location: Bldg. 142, 1st Floor. From Wisconsin Ave., enter north gate on North Wood Rd. Left on Palmer Rd North; changes name to Taylor Rd. Pass Naval Medical Research Institute on right; Bldg 142 on right. Satellite Pharmacy Refill Pick-up: 301-295-6873. Hours of Operation: Monday through Friday, 8 a.m. to 6 p.m.; Saturday: 8 a.m. to noon
 - **Refills:** order medication refills via the NNMC Public Web site at www.bethesda.med.navy.mil/. Click on the "Prescription Refill" link under Quick Links on the left side of the home page or you can order refills through the Medical Home's link: www.bethesda.med.navy.mil/patient/health_care/medical_services/internal_medicine/medical_home.aspx.
- **TRICARE Mail Order Pharmacy Program:** Safe, convenient and the most cost-effective option when a military pharmacy is not available. Express Scripts, Inc.; Stateside: 866-DoD-TMOP (866-363-8667) Overseas: 866-ASK-4PEC (866-275-4732) <http://member.express-scripts.com/dodCustom/welcome.do>.
- **TRICARE Retail Pharmacy program:** Fast and convenient ... more than 54,000 network pharmacies in the U.S. and U.S. Territories. Express Scripts, Inc. 866-DoD-TRRx (866-363-8779) <http://member.express-scripts.com/dodCustom/welcome.do>.
- **Non-Network Pharmacy:** This is the most expensive option for you. You may have to pay for the total amount of the prescription first and then file a claim with the pharmacy contractor to receive a partial reimbursement after your deductible is met. If you are filling prescriptions in the U.S., Guam, Puerto Rico, the U.S. Virgin Islands, American Samoa and the Northern Mariana Islands, visiting a non-network pharmacy should be your last option.

Adolescent Medicine



The Adolescent Medicine Service provides primary care enrollment of adolescents in the National Capital Region and welcome consultations on all Military Health System adolescent beneficiaries from primary care providers, or other health care professions. The mission of the Adolescent Medicine Service is to provide the highest quality care available for adolescents using the nationally recognized guidelines for health maintenance and specialty care. The Adolescent Medicine Service also trains the primary care providers of the future to better assess and meet the multiple growth, development and psychosocial needs of teenagers.

General Information

Patient services provided:

Inpatient and outpatient evaluation of problems including:

- School, sports and college physical exams
- Patient and parent education on both the routine and special issues of adolescence
- Acute care illnesses and injuries other than obviously broken bones
- Routine care of acne, allergies and asthma
- Routine adolescent gynecology and evaluation of menstrual pain, irregularity, or excessive bleeding
- School problems
- Nutrition and disordered eating (too much, too little)
- Psychosocial issues of depression or behavior problems
- Primary care for persons with chronic illnesses.
- Sexuality related concerns
- Adolescent-specific tobacco use cessation
- Adolescent Sports Medicine

Allergy and Immunology

Allergy and Immunology provides comprehensive diagnosis and management of allergy-immunology related conditions for patients of all ages. To be seen by an allergist, a consult (referral) from your Primary Care Manager is required. Services include:

- Allergy skin testing for foods, environment, and bee and fire ant stings
- Immunotherapy (allergy shots)
- Pulmonary function testing
- Bronchodilator and nebulization treatments
- Food, drug, and exercise challenges
- Intravenous immune globulin administration

Ambulatory Procedure Unit

The Ambulatory Procedure Unit (APU) handles preoperative screenings, medication infusions, and second-stage postoperative recovery. APU staff obtains laboratory specimens, performs electrocardiograms, screens patients for anesthesia assessments, and provides pre- and post-operative patient education. On the day of surgery, the APU provides hospital access to those patients scheduled for ambulatory procedures. The APU offers an onsite pharmacy so patients can pick up medications after their surgery. APU can also provide overnight observation to patients who require airway and pain management after surgery.

Ambulatory Surgery Center

Rapid advances in surgical technology and pain management have opened the door to Ambulatory Surgery Centers (ASC). Recovery is usually shorter and closely supervised by skilled post-operative medical staff. Our ASC supports seven surgical specialties incorporating both surgical and ambulatory procedure visits. Recoveries occur in the Post Anesthesia Care Unit (PACU) or in Phase II recovery of the short stay unit. Patients arrive on the day of surgery. Hospital admission is not required.

Anesthesia

Uppermost in the minds of most patients facing a hospital procedure is a safe and comfortable experience. NNMC's highly qualified anesthesia specialists provide anesthesia services and critical care management to patients undergoing surgical and obstetric proce-

dures. This involves using general or regional anesthesia, along with careful patient monitoring both during the procedure and in the post-procedure period. Pain management, a specialty within anesthesia, provides evaluation and treatment of pain conditions. A comprehensive approach is taken to the management of acute, chronic, and cancer pain.

Armed Forces Center for Child Protection

The mission of the Armed Forces Center for Child Protection (AFCCP) is to provide objective child treatment expertise when and where it is needed throughout the Defense Department. Services include forensic interviews and medical examinations of children suspected to have been abused, medical and legal case review, guidance, expert testimony and child treatment education. The AFCCP trains multi-disciplinary professionals who may come in contact with child abuse cases. Trainees include health care providers, mental health professionals, family advocacy personnel, criminal investigators, military attorneys, dentists, chaplains, teachers, and professional daycare providers.

Armed Services Blood Bank Center



The Armed Services Blood Bank Center is a tri-service blood donor center that collects, tests, manufactures and distributes blood products (red blood cells, fresh frozen plasma, cryoprecipitate and platelets). In addition to supplying local Military Treatment Facilities (NNMC, WRAMC, Malcolm Grow); we also supply the Armed Services Whole Blood Processing Laboratories (ASWBPLs); which are central repositories for both liquid blood and frozen reserves to support military contingency requirements. The Armed Services Blood Bank Center is licensed by the Food and Drug Administration (FDA) and is accredited by the Ameri-

can Association of Blood Banks (AABB) and the College of American Pathologists (CAP).

Behavioral Health Care

Adult Behavioral Health focuses on interventions that result in functional improvement in patients' lives. Services include emergencies, urgent care and "walk-ins."

Individual and Family Treatment

- Assessment of psychiatric emergencies, urgent care and routine evaluations
- Psychological testing on site or by consultation
- Neuropsychological testing and evaluation

- Individual, group and family psychotherapy
- Medication treatment for substance abuse and mental disorders
- Patient and family education

Support for Active Duty Personnel

- Fitness-for-Duty evaluations
- Temporary Disability Retired List (TDRL) and Medical Board Evaluations
- Other military specific evaluations, including suitability for military service, submarine screening, etc.
- Family and couples therapy
- Group psychotherapy and workshops such as depression, anxiety, anger and stress management

You Can Help by Donating Platelets!

Help save a life by giving your gift of life. You will be helping patients undergoing an organ transplant or who have been diagnosed with cancer, leukemia or a blood disorder such as aplastic anemia.

How will platelets help?

During chemotherapy and radiation, cancerous and healthy cells are often destroyed. Blood and platelet transfusions are given to these patients to replace cells that were destroyed to help prevent hemorrhaging and fight infection. Several donors may be necessary to support one patient.

What is the process?

The process of platelet donation is called Aphaeresis. Blood is drawn from a donor's arm and sent through sterile tubing into a centrifuge/cell-separator. The desired components (i.e. plasma, platelets, white blood cells, red blood cells) are harvested and the remaining components returned to the donor. This process usually takes 60 to 90 minutes.

Why is the need so urgent now?

Platelet products are only good for 5 days from the date of collection. This short shelf-life combined with a high demand results in difficulty maintaining an adequate supply of platelet products. We urgently need a pool of reliable and repeat platelet donors to replenish and maintain our supply.

Who will benefit from my platelet donation?

Platelets collected will be used in military hospitals in the National Capital Area for sick active duty members of all branches, their families and retirees.

Who can donate?

Eligible donors have to be healthy individuals who weigh a minimum of 110 pounds. A comprehensive donor screening process determines final eligibility.

If you are interested in donating platelets, please call the blood bank for more information at 301-295-2104.

Breast Care Center

In collaboration with the National Cancer Institute and the Uniformed Services University of the Health Sciences, the National Capital Area Breast Care Center at NNMC is a Center of Excellence in breast cancer research. The center focuses on incorporating superior methods of early detection comprehensive treatment and long-term surveillance of breast cancer. Our multi-disciplinary staff is dedicated to providing you and your family with a network of skilled professional support groups, social workers and information services to ensure the best possible physical and psychological rehabilitation. The Breast Care Center also provides:

- Detection and follow-up screening
- Genetics testing for Patients determined to have a high risk for breast cancer
- High-risk assessment classes
- Pre- and post-operative care
- Case management
- Educational resources
- Physical Therapy

The Breast Imaging Center (BIC), formerly known as Mammography, allows self-referrals for annual mammography screening. Same-day imaging services are often provided for Breast Care Center patients. Like the Breast Care Center, a goal of the BIC is to provide state-of-the-art patient care using advanced technology and today's latest digital equipment, breast ultrasound and stereotactic biopsy. Currently the BIC uses both digital imaging and film imaging equipment. Breast MRI services are also offered to patients who meet the guidelines recommended by the American Cancer Society.

Cardiology

Cardiology Services offer comprehensive and specialized procedures in both inpatient and outpatient settings, including assessments, diagnoses, treatment plans and evaluations. Interventional cardiologists treat blockages in the heart and peripheral blood vessels when surgery is not necessary. They perform state-of-the-art interventions, such as cardiac catheterization (used for diagnosing heart conditions, including coronary artery disease and defective heart valves); balloon angioplasty (dila-

tion of narrowed vessels); implantation of stents (mesh used to support the dilated vessel from within); stents coated with drugs or plastic sheets; directional atherectomy and rotablation (using drills and cutting devices to open complex and calcified lesions) and catheter based repair of atrial septal defects (holes in the heart). Cardiac electrophysiologists provided catheter based treatment of cardiac arrhythmias and implantation of pacing and defibrillation (shocking) devices to regulate cardiac rhythms.

The Cardiology service line offers both inpatient and outpatient services.

All patients receive assessment, diagnosis, planning, intervention and evaluation of their individual needs. Each clinic offers standard and specialized procedures within its own service. Patients receiving outpatient procedures are seen by appointment or by referral. Services offered include:

- Non-Invasive Testing-Treadmill Stress Testing, Tilt Testing, Dobutamine stress testing, Thallium and adenosine stress testing.
- Cardiac Catheterization, stent placement, angioplasty, Electrophysiology studies, ablation for atrial fibrillation, pacemaker and defibrillator implantation.
- Cardiothoracic Surgery- NO we give Cardiac Clearances for Cardiothoracic surgery, CT surgery is its separate service, patients see CT surgery after they see us, then post op we see the CT surgery patients and eval for cardiac rehab.
- Cardiac Intensive Care
- Medical-Surgical Intensive Care
- Cardiac Rehabilitation
- Echocardiography, Trans Thoracic Echo with / without bubble study, Trans Esophageal Echo with / without bubble study.
- Anticoagulation Management

Cardiothoracic Surgery

Board-certified cardiothoracic surgeons perform state-of-the-art adult cardiac surgical procedures, including coronary artery bypass grafting, valve repair and replacement aortic aneurysm repair, and adult congenital cardiac defect repair. Surgeons also perform a full range of thoracic surgical procedures, including minimally invasive, which include surgery for lung cancer, esophageal can-

cer, mediastinal tumors, benign diseases of the lung and esophagus, correction of chest wall deformities, and sympathectomy for hyperhidrosis.

Child and Adolescent Behavioral Health Department

This department offers outpatient therapy for children, adolescents and their families.

Chiropractic Department

The Chiropractic Department addresses problems that are neuro-musculoskeletal in nature (dealing with nerves, muscles and bones). This clinic focuses on neck, mid-back, and low-back pain. Treatments consist of adjustments (manipulation of joints or soft tissue), physio-therapeutics (use of ultrasound, electrical stimulation, heat and ice), counseling on ergonomics and education in exercise. Treatment from chiropractics requires a referral from your primary care manager or, in the case of pregnancy and those under 18, a referral from Obstetrics or Pediatric and Adolescent Medicine.

Clinical Nutrition



The Clinical Nutrition Department works closely with the interdisciplinary health care team to provide nutrition services and Medical Nutrition Therapy (MNT). The Clinical Nutrition Department staff works cooperatively with Combined Food Operations staff to assure conformance to diet prescriptions during the patients' stay at NNMC. In the outpatient setting, Clinical Dietitian staff provides nutrition counseling to individuals and groups with diabetes, complicated obstetrics, complex gastrointestinal problems, oncology and other complex dietary therapy needs. The Clinical Nutrition Department works with NNMC Health Promotion nutrition staff to address group and individual diet counseling for weight

management, hypertension and cardiac related diet needs. Appointments for outpatient medical nutrition therapy services require a provider consult.

Cochlear Implants

NNMC is offering the services of a cochlear implant program for patients who meet a specific criterion. This device is the result of groundbreaking research through the application of sophisticated technology and allows deaf patients to perceive sound. Please make an appointment at NNMC's Otolaryngology Department for a referral.

Cosmetic Surgery

Our mission priority is reconstructive surgery for trauma and cancer patients. Most reconstructive procedures are Tricare-covered benefits and patients are entitled to appointments within 30 days. Cosmetic surgery, on the other hand, is not a Tricare-covered benefit and will only be performed as resources allow. Examples of cosmetic surgery include liposuction, breast augmentation, breast lifting, face lifting, abdominoplasty, and blepharoplasty. If these procedures are offered, patients must pay the federally-mandated surgical fees before surgery. The cosmetic surgery billing policy applies to all patients, active duty or otherwise. Also, initial cosmetic surgery appointments often require patients to wait beyond the usual 30 day window. If you are interested in cosmetic surgery, your doctor may submit a consult request. The outcome of that request will be determined largely on the department's space availability.

Dental Readiness Clinic

The Dental Readiness Clinic offers appointments for annual dental examinations and cleanings at the same visit. You may also make an appointment for your annual dental examination without a cleaning. Walk-in examinations are still possible, and every effort will be made to see patients in a timely manner, however appointments are highly encouraged in order to minimize wait-time in the clinic. Patients who wish to be examined for a chief complaint (sick call) are also highly encouraged to make an appointment. Patients in need of immediate attention will be seen on a walk-in basis as quickly as possible.

The Dental Readiness Clinic offers a full range of general dentistry services including cleanings, fillings, crowns and bite guards. Services that cannot be completed in the clinic will be referred to the appropriate specialist as required.

Dermatology



Dermatology residents and board-certified dermatologists and dermatopathologists provide comprehensive healthcare to patients of all ages with skin-, hair-, and nail-related conditions, including skin cancer diagnosis and treatment. Additional services include laser therapy for medical conditions, ultraviolet phototherapy, and Mohs micrographic skin cancer surgery. To be seen by a dermatologist, a referral from your Tricare Primary Care Manager is required. Inpatient care is provided on a consultative basis.

Diabetes Care Center

Our goal is to improve the health and quality of life for all of our patients with diabetes by providing comprehensive services. The Diabetes Care Center provides diabetes education, case management, podiatry services, nutrition consultations, and a diabetes support group. Referrals are required from the Primary Care Managers for the podiatry services only.

Educational and Developmental Intervention Services (EDIS)

EDIS serves families whose eligible children have developmental and educational needs, from birth to 35 months of age. Pediatric specialists address the cognitive, communication, social, emotional and adaptive developmental delays and medical conditions that have a high probability of delay.

Specialists provide:

- Neuro-developmental assessment of

high-risk children

- Special education assessment and direct services
- Assessment and physical therapy
- Assessment and occupational therapy
- Speech & Language assessment and treatment
- Social Worker assessment and intervention

EDIS partners with family members to develop an Individualized Family Service Plan (IFSP), implementing the plan in accordance with the child's specific needs. Together with families, EDIS strives to foster and optimize the development of children with special needs. EDIS personnel staff the EDIS Program at Quantico Marine Corps Base and Naval Surface Warfare Center, Dahlgren. NNMC personnel provide consultative support to the EDIS Programs.

Emergency Medicine Department

NNMC's Emergency Medicine (EM) Department offers world-class emergency care 24 hours a day, 365 days a year. The Emergency Medicine staff is composed of Navy and civilian physicians, nurses, and technicians – including NNMC-trained Navy residents, interns, and board-certified Emergency Medicine specialists affiliated with George Washington University. As



members of a military treatment facility, NNMC's Emergency Medicine staff is also trained in disaster preparedness and mass casualty response.

Endocrinology

Endocrinology is the science of the hormones produced by the various endocrine glands of the body, such as the thyroid, adrenal and pituitary glands. The Endocrinology Clinic provides comprehensive care to adults who are referred from their primary care provider because they require diagnosis and management of hormonal disorders. Some conditions include hypothyroidism, hyperthyroidism, thyroid nodules and thyroid cancer, hypercholesterolemia, diabetes mellitus, hypogonadism and adrenal insufficiency. The endocrinologist also specializes in metabolic bone disorders like osteoporosis.

Services include:

- Advanced metabolic testing
- Bone densitometry scans to evaluate for osteoporosis
- Fine needle biopsy of thyroid nodules
- Continuous glucose monitoring for complicated cases of diabetes
- Evaluation and management of severe nutritional disorders

Exceptional Family Member Program

The Exceptional Family Member program is a mandatory program designed to identify family members with long-term healthcare or special education needs.

Gastroenterology

Gastroenterology provides a wide range of comprehensive care to adult patients requiring diagnostic and therapeutic treatment for gastrointestinal conditions. The staff of gastroenterologists, radiologists and registered nurses offers colorectal screenings via optical and virtual colonoscopies, upper endoscopy, advanced interventional endoscopic therapies, endoscopic ultrasound and pH and esophageal motility studies to evaluate the following disorders:

- Colorectal and other gastrointestinal cancers
- Gastro-esophageal Reflux Disease (GERD)
- Bowel diseases such as Inflammatory Bowel Disease (IBD)
- Chronic abdominal pain or constipation
- Food intolerances

When to Use the Emergency Room

You need emergency medical treatment when you have a sudden, unexpected medical condition or the worsening of a condition that poses a threat to life, limb, or sight. If you believe an injury or illness is life threatening or if you experience any of the following symptoms, call 9-1-1 or immediately go to the nearest emergency department:

- Bleeding that won't stop
- Vomiting or coughing blood, or passing black stools
- Severe pain in the chest, upper abdomen or down the arm
- Heart stops beating or pulse is very faint
- Difficulty breathing (or the presence of blue lips, face or nail beds)
- Severe headache (with nausea, vomiting, fever or dizziness)
- Consciousness is altered or affected
- Injuries from trauma (such as from a fall or automobile accident)
- Suicidal or homicidal feelings
- Extensive burns, especially where skin is white or charred
- Eye injuries (or acids or other strong solutions in the eye)
- Seizure or convulsion that does not stop
- Insect sting when the patient is known to have allergic reactions
- Suspected poisoning, numbness or paralysis in a part of the body

- Liver diseases
- Peptic ulcer disease
- Pancreatico-biliary disorders

You can self-refer to the Gastroenterology Department by calling 301-319-8284 or come to the department in person at building 9, first floor.

General Surgery



General Surgery evaluates and treats a broad range of disorders requiring surgery. Our staff surgeons are board certified – many in more than one specialty. NNMC provides the following general surgery sub-specialties:

- Colorectal Surgery
- Pediatric Surgery
- Trauma and critical care
- Surgical Oncology
- Advanced Laparoscopy and minimally invasive surgery

Geriatric Medicine

Geriatrics is the branch of medicine focusing on health promotion, disease and disability prevention, and treatment options in later life. Geriatricians diagnose, treat and manage diseases and conditions common to many older adults. They give particular attention to conditions of special concern, including falls, imbalance, incontinence, pre-operative assessment and post-operative management, cerebrovascular disease, dementia, memory loss, sensory impairment and other cognitive and mood changes that may occur with aging.

Health Promotion and Physical Fitness Assessment (PFA)

The Health Promotion Department/Wellness Clinic offers services to assist individuals in achieving optimal health and fitness. Programs are offered for

active duty, active duty family members, retirees, and DoD civilians. These include classes for tobacco cessation, weight management, hypertension reduction, cholesterol control, and stress management. Registered dietitians also offer individual nutrition counseling. The department also provides the Ship Shape program, Physical Fitness Assessment and Fitness Enhancement Program (FEP) for active duty members.

Health Readiness Department

The Health Readiness Department oversees the Individual Medical Readiness (IMR) program designed to ensure service members assigned to National Naval Medical Center have completed annual medical readiness requirements during their birth month to maximize operational readiness. IMR consists of six essential components: dental readiness, immunization status, readiness laboratory studies, individual medical equipment, deployment-limiting conditions, and an annual Periodic Health Assessment (PHA). The goal of NNMC is to maintain a minimum of 85 percent medical readiness for deployment. In addition to IMR, Health Readiness also provides medical screenings for overseas suitability, reenlistment, physical examination and deployment health.

Hearing Conservation

Hearing Conservation services address auditory readiness, audiometric fitness-for-duty and prevention of job-related hearing loss. Audiometric screening services and diagnostic audiology are provided for employees exposed to hazardous noise levels. Additional services include employee education, hearing conservation program management and oversight, audiometric technician training and certification, and professional mentoring. This department also fits and issues hearing protective devices.

Hematology / Oncology

NNMC's Hematology and Oncology Clinic, in conjunction with the National Cancer Institute (NCI), offers standard and research protocol treatment to active duty, retired and civilian patients. Staff from both the Navy and the NCI manage all hematologic and oncologic diagnoses. By working with the NCI,

NNMC is able to offer more than the traditional options for treatment. All chemotherapy and other infusion needs, such as blood and platelet transfusions are managed in the treatment room. There is an onsite laboratory as well as pharmacy that fills most pharmacy needs as well as all chemotherapy and molecularly targeted agents.

Navy Central HIV Program

The Navy Central HIV Program (NCHP) oversees the administration and development of policies concerning HIV screening for the Navy as directed by the Bureau of Medicine and Surgery (BUMED) for the Bureau of Personnel (BUPERS). NCHP also supports the Navy and Marine Corps in matters related to:

- Medical Readiness/Protection of Blood Supply
- Infectious Disease Testing and Oversight (Navy Blood Program confirmatory testing)
- Testing Data Interpretation and Validation
- HIV Evaluation and Treatment Units (HETUs) Support/Patient Tracking
- Official Notifications (Commanding Officers, Medical Treatment Facilities, Defense Eligibility Enrollment Reporting System, Navy Personnel Command (NPC), Headquarters Marine Corps (HQMC), Army Medical Surveillance Activity, etc.)

Immunization Clinic

Immunization Clinic provides customer-focused, walk-in complete immunization service to pediatric and adult beneficiaries in the National Capital Area. The clinic is open Monday, Wednesday, Friday from 7:30 a.m. to 4 p.m. and Tuesday and Thursday from 9:30 a.m. to 4 p.m.

Industrial Hygiene

The Industrial Hygiene Program evaluates biological, chemical and physical hazards in the work place, provides consultation on matters of work place health, and recommends control measures to reduce or mitigate occupational exposures. Industrial Hygiene ensures that staff providing care to patients work in a healthy environment.

Infection Prevention & Control Services

Infection Prevention & Control Service provides direction and oversight for the prevention and control of health care-associated infections among patients, visitors and staff.

Inpatient Medicine

Inpatient Medicine provides around-the-clock, high quality nursing care to Internal Medicine patients with complex medical problems. Advanced technologies are used to aid in healing wounds. The medical team also uses pro-active pain management plans to ensure patient comfort. Patients and families are assisted with discharge planning for post-hospitalization care ranging from home health care service or equipment to assist rehabilitation services.

International Travel Clinic

International Travel Clinic is available on a self-referral basis for patients who will be traveling overseas. This clinic sees travelers in family groups and reviews their itinerary to make recommendations for immunizations, malaria, diarrhea and other disease prevention. It's advisable to make appointments at least four weeks prior to travel since some immunizations and anti-malarials require weeks for administration. Patients are required to bring outpatient medical records and immunization records to all appointments.

Internal Medicine Clinic

The National Naval Medical Center's Internal Medicine health care providers are skilled professionals who diagnose and treat adult patients with a wide variety of health conditions from simple to highly complex. Internal Medicine is comprised of two clinics:

- Internal Medicine Blue Clinic
- Internal Medicine Medical Home

The clinics are staffed by teams of physicians specializing in internal medicine, geriatrics, family and operational medicine as well as nurse practitioners, physician assistants, a behavioral health specialist, independent duty corpsmen, registered nurses, licensed practical nurses, hospital corpsmen and administrative support personnel. Our treatment team ensures that patients have im-

proved access to their primary care provider and ensures that patients receive the highest quality medical care.

Services of the Internal Medicine Clinics include:

- Comprehensive primary care
- Preventive health care and health maintenance
- Patient and family education
- Physical, cognitive and functional assessment and care of geriatric patients
- Diabetes care, education and case management
- Behavioral health
- Refractory hypertension
- Consultative services and discharge planning
- Minor procedures
- Walk-in sick call for active duty only Medical Home and Blue Clinic sick call available Monday through Friday from 7 to 9 a.m.

Laboratory Anatomic and Clinical Pathology



National Naval Medical Center (NNMC) and Walter Reed Army Medical Center Laboratories work together to provide full Anatomic Pathology and Clinical Pathology services for the beneficiaries in National Capital Area. As a world class academic medical center, our laboratory facilities are accredited

by the College of American Pathologists, American Association of Blood Banks (AABB) and inspected by the Food and Drug Administration (FDA).

NNMC Laboratory works in close partnership with the clinical staff to provide meaningful, and accurate professional pathology services for our patients. Our services include Surgical Pathology, Cytopathology, Autopsy Pathology, Transfusion Medicine, Hematology, Microbiology, Serology and Chemistry. Special services include Flow Cytometry, Molecular Diagnostic Studies and Immunodiagnosics.

Laser Vision Center

A new era in corrective eye surgeries – photorefractive keratectomy (PRK), IntraLASIK, and Intraocular Collamer Lens (ICL) surgical procedures – are helping vision-impaired patients see clearly without the hassles of glasses or contact lenses. For PRK, a doctor sculpts the surface of the cornea with an Ultraviolet (cold) laser to change the surface curvature of the cornea, resulting in a correction of the refractive error. For IntraLASIK, a femtosecond laser creates a surgical flap on the front of the cornea. Then, the underlying surface of the cornea is sculpted with an Ultraviolet (cold) laser in order to change the surface curvature of the cornea, resulting in a correction of the refractive error. For ICL, an implantable lens with the patient's refractive error is placed in between the crystalline lens and the iris, resulting in a correction of the refractive error. Priority is given to service members who work in extreme physical environments that preclude the safe use of eye glasses or contact lenses. An evaluation for eligibility may be requested by all Active Duty personnel. Eligibility will be determined by an ophthalmologist or optometrist. An eligible member's unit commander must endorse the request and determine the level of priority. Once a command-endorsed request is received, the NNMC Laser Vision Center staff will review requests for final determination of clinical appropriateness and priority.

Medical & Reproductive Genetics

NNMC is one of the first military medical facilities to offer genetic counseling services to families with a

known history of genetic disorders or newly suspected genetic conditions, including pre-conception counseling, prenatal counseling and diagnostic testing. During a genetic counseling appointment, genetics professionals obtain a detailed family history which takes into account race, ethnic background, and specific environmental/occupational exposures, and a pedigree is constructed. Information is provided to help the patient and family to understand the medical facts and recurrence risk of the disorder, the options for prenatal diagnosis and the associated procedure risks, and the options if the patient is found to have an affected pregnancy. If appropriate, diagnostic procedures such as ultrasound, chorionic villus sampling, and amniocentesis are offered. The goal of preconceptional counseling is to reduce the risk of adverse health effects for the woman, fetus, or neonate by optimizing the woman's health and knowledge before conception. Evaluation during a preconceptional counseling appointment may include any or all-of-the-above, but also focuses on chronic medical conditions that may affect or be affected by pregnancy.

Mother & Infant Care Center and Couplet Care (MICC)



NNMC's MICC delivers more than 2,000 babies each year and is one of the largest birthing centers in the Defense Department medical system. The MICC embodies the most modern concepts in childbirth philosophy, technology and design. "Family-Centered Care" is integrated with advanced medical technology to ensure a safe, comfortable and individualized birth experience. Labor, delivery and recovery all take place in specially designed birthing rooms with warm, home-like environments, featuring private bath-

rooms, birthing beds, televisions, pull-out sofas and telephones. Operating rooms with the latest medical equipment are conveniently located for Cesarean deliveries. After delivery, your family will stay in a special Couplet Care room, where a specially trained nurse cares for mother and baby.

MICC also offers:

- 24-hour visitation
- Priority-parking passes for new and expectant mothers
- Lactation (breast-feeding) consulting and education sessions
- Room service and "Special Delivery" meals for new moms

Neonatal Intensive Care Unit (NICU)

NNMC's Level III Neonatal Intensive Care Unit (NICU) provides the highest level of care for newborns at risk from the National Capital Area, as well as those transported from local hospitals and overseas locations. Some of the conditions that may cause a newborn to be referred to the NICU are premature birth, low birth weight, infection, respiratory problems or birth defects. Staffed by physicians in neonatal medicine, including three board-certified neonatal specialists who apply the most advanced medical technologies available, the NICU offers around-the-clock intensive care for over 400 high-risk critically ill newborns each year.

Nephrology

The Nephrology Service is a specialty clinic that provides for the examination, diagnosis, and treatment of patients with renal (kidney) diseases. The clinic provides comprehensive renal replacement therapy including chronic intermittent hemodialysis, acute hemodialysis, critical care dialysis, continuous renal replacement therapy, and comprehensive peritoneal dialysis services.

Additionally, the nephrology clinic treats all aspects of kidney transplant care including medical management of rejection, evaluation of renal failure in the transplant patient, evaluation of potential renal transplant donor and recipients, and provides medical consultation on renal transplant patients admitted for non-transplant-related medical problems.

Specialty procedures include basic kidney sonograms, kidney biopsies for

native kidney diseases and renal allograft rejection, placement of temporary acute dialysis catheters, various infusion devices related specifically to nephrology.

Other specialty services are provided, including a full range of infusion services including IV iron infusions, IV chemotherapy infusions for glomerulonephritides, erythropoietin replacement infusion clinic, contrast nephropathy infusion services, dialysis catheter related TPA infusion protocols, water deprivation testing, water loading tests, tests of urinary acidification and dilution, AUC testing for transplant immunosuppression metabolism, specialized hypertensive testing, and other specialized tests related to renal function.

Finally, the Nephrology Service provides full in-patient renal consultative services to general medical services, OB/GYN services, critical care services, surgical subspecialties, and vascular and interventional subspecialty consults.

Neurology

Physicians with expertise in clinical neurology use advanced procedures and techniques to diagnose and treat adults with disorders of the nervous system (brain, spinal cord peripheral nerves, and muscles). Neurologists diagnose and treat a broad range of disorders, including but not limited to: epilepsy, headache, multiple sclerosis, stroke, sleep disorders, and tumors. Evaluation, treatment, and follow-up often involve a close collaboration with other health care specialists.

Neurosurgery

The dedicated neurosurgeons at NNMC bring extensive expertise to the evaluation and treatment of nervous system disorders requiring surgery. They provide the full spectrum of neurosurgical care including the treatment of brain tumors, pituitary tumors, spine disease, and vascular disorders including aneurysms and malformations. The treatment of movement disorders and intractable epilepsy is also provided in concert with the Neurology department. In addition to conventional surgery they offer state-of-the-art neuro-endovascular treatment for intracranial aneurysms, arteriovenous malformations and stroke with specific emphasis on carotid artery

disease. Correction of intracranial stenosis and emergent revascularization procedures are also offered. Additionally, they are nationally recognized experts in the treatment of head injury and in neurocritical care. For complex conditions a multidisciplinary team approach is used. Additional team members come from a variety of disciplines including oncology, radiation oncology, neuroradiology, speech pathology, neuropsychology, oral maxillo-facial surgery, otolaryngology and physical therapy.

Areas of expertise include, but are not limited to:

- Cerebrovascular disease and stroke
- Tumors: brain, pituitary, acoustic and skull base tumors
- Spinal disorders
- Movement disorders
- Intractable Epilepsy
- Acute traumatic brain and spinal injuries/neurocritical care

Nutrition Management

Nutrition Management provides meals for inpatients, clinical nutrition care to inpatients and outpatients, and health education. Nutrition Management also offers individual nutrition counseling, therapeutic diets and classes for diabetes, and cholesterol and weight management. Counseling is available to those eligible for military medical care.

Obstetrics & Gynecology

NNMC is the Tri-Service Referral Hospital for obstetrics, high-risk pregnancies, and deliveries for the National Capital Region and national and international commands. Specialists in obstetrics and gynecology diagnose and treat both acute (short-term) and chronic (long-term) conditions. Prenatal (before birth) care is highly personalized to the individual patient's needs and includes a comprehensive childbirth and parenting education program. NNMC's obstetrics professionals use the newest technology and equipment, such as 4-dimensional ultrasound and video teleconferencing. Gynecologic surgeons have expertise in both traditional gynecologic surgery and minimally invasive procedures such as laparoscopy, endometrial ablation and hysteroscopic tubal occlusion. Other services provided by the Obstetrics & Gynecology

clinic include:

- Maternal-fetal medicine consultation
- Contraceptive counseling
- Hormone Replacement Therapy
- Colposcopy

Occupational Health Clinic

The Occupational Health Clinic offers medical care to civilian staff for work related illness or injury and ensures health in the work environment by providing the following services:

- Pre-placement evaluations
- Medical surveillance and certification examinations
- Worksite visits
- Return-to-work evaluations
- Workers Comp/FECA program consultation

Occupational Safety

The Occupational Safety Program provides oversight safety and occupational health inspections for all NNMC workplace areas, thereby ensuring a safe workplace for employees, patients, and visitors. Safety programs include the following:

- Prevention and Control of Workplace Hazards
- Investigations of Employee Reports of Unsafe/Unhealthy Working Conditions Fall Protection
- Mishap Investigation, Reporting and Recordkeeping
- Respiratory Protection
- Asbestos Control
- Hearing Conservation and Noise Abatement
- Sight Conservation
- Personal Protective Equipment
- Lead
- Non-Ionizing Radiation
- Ergonomics
- Energy Control (lockout/tagout)
- Chemical Biological, Radiological, Nuclear, Explosives (CBRNE) incidents Confined Space Entry (non-maritime)
- Bloodborne Pathogens
- Occupational Reproductive Hazards
- Indoor Air Quality Management
- Weight Handling Safety
- Safety Awards Ashore
- Construction/Renovation/Self-Help Plan Reviews
- Safety Training
- Hazard Abatement
- Traffic Safety Program

Occupational Therapy

Occupational Therapy (OT) professionals provide outpatient and inpatient services to individuals experiencing decreased functional performance in orthopedic, neurological, psychosocial and physical abilities. Populations served by Occupational Therapy span the entire lifecycle of all beneficiaries with emphasis on active duty members casualties of traumatic brain injury, amputations, and PTSD. Occupational Therapy's goals focus on increasing one's level of independence with self-care, work and leisure skills through purposeful and or meaningful activity. Customized treatment plans can include therapeutic exercise, education on injury prevention and ergonomics, provision and/or fabrication of adaptive equipment and recommendations for home safety. Additionally, OT assesses the need for assistive technological devices/equipment, assists with procurement and provides training in the use of the devices.

Recreation Therapy is also provided to both in and outpatients by certified Recreation Therapists. Services include community reintegration activities and adaptive sports programs.

Oncology

NNMC partners with the National Cancer Institute (NCI) to offer state-of-the-art clinical research trials for cancer treatment. As a patient, you will have access to research protocol and standard treatment options. By working with the NCI, NNMC is able to offer more than the traditional options for treatment. Chemotherapy and oncology certified nursing staff meet the national standards in oncology and show commitment to patient care. Education of patients and their caregivers in all topics related to treatment and quality of life is a major nursing priority.

Operating Room

NNMC's Main Operating Room (MOR) has eighteen surgical suites and one cystoscopy suite. One suite is utilized exclusively for pain management. Our specialized RN and technician staff provide safe, comprehensive preoperative, intraoperative, and post operative care for both inpatients and outpatients for the following surgical

specialties:

- Cardiothoracic Surgery
- Dentistry
- General Surgery
- Gynecology
- Neurosurgery
- Ophthalmology
- Oral-Maxillofacial
- Orthopedics
- Pediatric Dentistry
- Plastic/Reconstructive Surgery
- Reproductive Endocrinology and Infertility
- Podiatry
- Pediatrics
- Genito-Urology
- Otolaryngology and
- Peripheral Vascular Surgery

Highly skilled surgeons perform state-of-the-art surgical procedures such as total knee and hip joint replacements, cardiac bypass and heart valve replacements, "Stealth" neurosurgical procedures, complex General, GYN, and ENT video-endoscopic surgery, neonatal surgery and multifaceted surgical care for our Wounded Warriors.

Ophthalmology (Eye Clinic)



Ophthalmology provides a full spectrum of clinical eye care services to all categories of military health care beneficiaries, including comprehensive eye examinations and treatment, utilizing laser treatment or surgery when indicated. Disorders treated include cataracts, glaucoma, corneal disease, eyelid abnormalities, eye infections or inflammation, retinal disorders, pediatric eye disorders, ocular injuries and ocular changes from diabetes.

Optometry Department

NNMC's Optometry Department offers treatments ranging from compre-

hensive eye examinations and contact lens care to the prevention, remedy, and control of eye problems, diseases and injuries to the eye. Services are provided to patients of all ages from 1 year old and up. Optometry does provide new contact lens fitting services as time allows, renewals of current contact lens prescriptions and the prescription of medically indicated contact lenses as necessary. For renewals of current contact lenses, prescriptions are rewritten after an evaluation to insure that they are properly fit. Medical records, current eyeglasses and/or contact lenses as well as any prescriptions for eyeglasses and contacts available or the boxes from the contact lenses are required for all appointments. Active duty and retired military members are eligible for military-issue glasses through our Optical Shop. Referrals are not required to obtain an eye examination.

Orthopedic Surgery

Orthopedic Surgery is a completely integrated service between NNMC and WRAMC. At both hospitals, board-certified orthopedic specialists work as one team to address the full spectrum of musculoskeletal concerns, from sports medicine to total joint replacement. Sports medicine specialists treat injuries with the latest in minimally invasive and arthroscopic surgical techniques and non-surgical techniques, as well as with aggressive, proactive rehabilitation. Specialists in hand, upper extremity treat common and complex conditions including traumatic, degenerative, congenital, and repetitive use injuries. Adult-reconstructive surgeons perform joint reconstruction and joint replacement surgery, utilizing state-of-the-art implants and the most up-to-date surgical techniques. Foot and ankle surgeons and podiatrists address all concerns of the lower extremity. Nationally recognized specialists in trauma orthopedics provide care to our wounded warriors and to beneficiaries with community-based traumatic injuries including hip fractures, wrist and ankle fractures. The orthopedic service also provides specialized care in spine surgery, musculoskeletal tumor surgery and pediatric orthopedic surgery and participates in cutting-edge research in the advancement of all areas of orthopedic surgery.

Oral and Maxillofacial Surgery

Oral and Maxillofacial Surgery diagnoses and treats patients with diseases, injuries and defects of the hard and soft tissues of the mouth, teeth, jaws and face. They also correct problematic wisdom teeth, facial pain, facial trauma, sleep apnea and misaligned jaws. Reconstructive and dental implant surgeries are offered as well as treatment for tumors, cysts and other defects of the jaws and face. Emergency care for non-active duty patients is limited to humanitarian relief of acute pain, trauma and infections. The Tricare Dependent Dental Plan and the Retiree Dental Plan is available to meet the dental needs of non-active duty family members and retirees.

Otolaryngology Surgery (ENT)

This department's wide range of medical and surgical specialists work together to treat patients of all ages who have problems of the ear-, nose-, and throat-related head and neck structures, and hearing loss. Otolaryngology surgery, commonly known as ENT (ear, nose and throat), provides comprehensive, compassionate care; whether your newborn baby needs a hearing test, you are experiencing dizziness, or you have an infection or allergy.

Pediatric Medicine



The General Pediatric Medicine Clinic provides the best in pediatric health care, from routine health maintenance to management of your child's acute and chronic medical needs as well. Scheduled appointments for well baby and well child check-ups, school and sports physicals, health screening, and vaccinations are just some of the many health maintenance services we offer our patients on a routine basis. We also welcome consultations for all Military Health System pediatric beneficiaries from other prima-

ry care providers, or other health care professions for complex symptoms and disease management.

The Service is the clinical site for the Department of Defense's largest training program in general pediatrics, with residents from the Army, Navy, and Air Force composing our joint service program. The residency is a three-year ACGME-accredited program designed to train active duty pediatricians for competency and subspecialty board eligibility in general pediatrics. The program emphasizes a diversified education in general pediatric medicine, clinical and basic science research. The program is very active in clinical and basic science research in collaboration with the Uniformed Services University of the Health Sciences, National Institutes of Health, Walter Reed Army Institute of Research, the Food and Drug Administration, and other regional and national research institutions.

Patient services provided:

- Acute disease evaluation and management
- Routine preventative healthcare
- Chronic disease management and counseling
- Mother-Infant Care
- Telephone advice
- Blood-drawing
- IV fluid therapy
- Administration of IV medications
- Implementation of breathing treatments
- Procedural evaluation of most patients prior to inpatient hospitalization,
- Lumbar puncture
- Comprehensive diagnostic imaging
- Childhood vaccinations

Pediatrics Neurodevelopmental Division

The Neuro-Developmental Pediatric Division sees children of all ages and provides pediatric neuro-developmental assessments and treatment. Services include:

- Neuro-developmental pediatric services by developmental pediatricians
- Neuro-psychological, physical therapy and occupational therapy diagnostic assessments and treatment
- Evaluation and psychological

behavior management services for children with such diagnoses as ADHD and Pervasive Developmental Disorders (PDD)

- Social worker interventions as needed

Pharmacy



Pharmacy services are one of the most popular benefits for our patients. In addition to obtaining medications from the NNMC Pharmacy, this benefit now includes the Tricare Mail-Order Pharmacy (TMOP) and the Tricare Retail Pharmacy network (TRRx). Since 2003, NNMC's pharmacy has used an automated, robotic system to refill prescriptions. This technology guides pharmacy staff at each step in the prescription filling process, minimizing the potential for human error. It uses bar code technology to reduce wait times and ensure medication-dispensing accuracy. The pharmacy processes approximately 60,000 prescriptions each month. Due to the volume of pharmacy visitors each day, please take a few seconds to become familiar with the established procedures and routines. Simple measures such as using the automated call-in refill service, taking the appropriate ticket at the pharmacy, and having identification card readily available will help keep operations moving as quickly and efficiently as possible.

• **NNMC Main Pharmacy**

The Main Pharmacy is located in Bldg. 9 on the 2nd floor. Hours of operation are from 7:30 a.m. to 8:30 p.m. (Monday through Friday) and Saturdays from 8 a.m. to noon. Peak business hours are on weekdays from 10 a.m. to 5 p.m., with the busiest days being Monday, Tuesday, and the day after a three-day weekend. It is best to visit the pharmacy outside of these time periods to avoid extended wait times. For customer service, please call 301-319-4432.

• **NNMC Satellite Pharmacy (Drive-Through Refill Service)**

NNMC offers a drive-through pharmacy refill service for our beneficiaries to receive medication refills without leaving the vehicle. The average waiting time at the Pharmacy Refill Satellite is two to three minutes. Refills must be requested 3 days prior to pick-up at 800-377-1723 or online at www.bethesda.med.navy.mil/refill. Hours of operation are from 8 a.m. to 6 p.m. Monday through Friday and Saturdays from 8 a.m. to noon.

The outpatient pharmacy wait time can be long during peak hours. Multiple options are available to assist patients who choose not to wait for main pharmacy service. Please consult a pharmacy staff member for information on prescription drop-off service, remote satellite pick up, the TMOP program, and retail pharmacy benefits.

Physical Medicine & Rehabilitation

Physical Medicine and Rehabilitation (PM&R) offers a non-surgical approach to pain, injury and disease for neuro-musculoskeletal (involving the muscles and skeleton) disorders. Services include the evaluation and management of:

- Back and neck injuries or pain (Musculo-skeletal Medicine)
- Nerve and muscle disorders (Electrodiagnostic Medicine)
- Functional limitations due to injury or disease (General Rehabilitation)

Our physiatrist (specialist in Physical Medicine and Rehabilitation) is expert in musculoskeletal anatomy, biomechanics and exercise physiology, and evaluating symptoms and identifying their underlying causes.

Physical Therapy



Physical Therapy serves patients who have physical impairments, functional limitations, disabilities or changes in physical function and health status resulting from injury, disease or other causes. Physical therapy specialists administer treatment, develop rehabilitative programs and offer education for neurological, musculoskeletal disorders and post-surgical complications.

Plastic & Reconstructive Services (Pediatric & Adult)

The Plastic and Reconstructive Services restore the quality of life and function for its patients who have physical defects or damage. The specialty of plastic surgery deals with the excision, repair, replacement, and reconstruction of defects of form and function of the integument and its underlying musculoskeletal system, with emphasis on the craniofacial structures, the oral pharynx, the upper and lower limbs, the trunk, the breasts, and the external undesirable form.

Conditions Treated:

- War Trauma/Reconstructive Microsurgery Unit

- Pediatric/Craniofacial Surgery Unit
- Peripheral Nerve, Brachial Plexus
- General Reconstruction/ Oncologic
- Surgery Reconstruction
- Cosmetic Surgery

Podiatry



With training in the latest surgical techniques, doctors in the Podiatry Clinic address foot and ankle pathologies for patients of all ages. Podiatrists are also trained in clinical treatments, and possess the skills and knowledge necessary to handle all levels of the diagnosis and treatment of the lower extremities.

Post Anesthesia Care Unit

The fundamental purpose of the Post Anesthesia Care Unit (PACU) is to provide direct and continuous patient observation during emergence from anesthesia in the immediate post-operative period. The goal is to prevent or promptly recognize and treat any post-operative complication. Nurses in this critical care unit are skilled in providing advanced life support measures for adult and pediatric patients.

Preventive Medicine & Environmental Health Services

Preventive Medicine and Environmental Health services ensure the health and safety of the NNMC community by protecting staff, patients and visitors from environmental and health threats through communicable disease, food, water and facility sanitation surveillance. Other services include: food safety inspections, smallpox vaccination program, tuberculosis control program and environmental health consultation.

Psychological Health and Traumatic Brain Injury (PH-TBI)

The PH-TBI Department provides interventions for Wounded Warriors across several levels of care, including an Inpatient Traumatic Brain Injury ward, Medical surgical wards, Outpatient and Intensive Outpatient. The program employs psychiatrists, neuropsychologists, psychologists, health psychologists, nurses, psychiatric technicians, art therapists, occupational therapists, physical therapists, recreational therapists and administrative staff.

Services provided by the Department include:

- Patient and family education
- Individual therapy
- Group therapy for PTSD / Stress / Addictions
- Medication management
- Neuropsychological Testing
- Cognitive Rehabilitation
- Biofeedback for stress and pain conditions
- Marital therapy
- Art therapy
- Coordination with allied services:
 - Physical Therapy
 - Occupational Therapy
 - Speech Language Pathology
 - Recreational Therapy
 - Neurology
 - Trauma Surgery

Pulmonary Medicine

Pulmonary Medicine provides state-of-the-art diagnosis and treatment services to adult patients with diseases of

the chest, lung and respiratory systems. Our pulmonary specialists have specialized knowledge and skill in interventional Pulmonology. We provide diagnosis, treatment and support of various lung conditions. We provide pre-operative evaluations, pulmonary function testing, exercise testing and treatment for the following:

- Asthma
- Lung Cancer
 - Multidisciplinary lung cancer group
- Hemoptysis
- Chronic Coughs
- COPD such as chronic bronchitis and emphysema
- Sleep Apnea
- Lung Nodules
- Sarcoidosis
- Cystic fibrosis
- Occupational lung disease
- Tuberculosis
- Pneumonia
- Pulmonary hypertension
- Interventional Pulmonary Services
 - Advanced diagnostics: Endobronchial ultrasound (EBUS) guided lung and mediastinal biopsies, electromagnetic navigation bronchoscopy (ENB), autofluorescence bronchoscopy (AF), narrow band imaging (NBI) bronchoscopy, virtual bronchoscopy (VB), semi-rigid pleuroscopy
 - Therapeutic bronchoscopy: Airway stents, laser bronchoscopy, argon plasma coagulation (APC) and electro-surgical bronchoscopy, cryotherapy, foreign body extraction, rigid bronchoscopy, balloon dilation

Radiology



Radiology offers a full spectrum of

diagnostic and therapeutic radiological services, including radiographic examinations, Magnetic Resonance Imaging (MRI), computerized tomography studies, ultrasound studies and mammography studies. This department also interprets films and fluoroscopic screen images for staff health care providers, and provides education for NNMC staff. Radiology provides services in the following areas, while ensuring radiation safety for patients, staff and the environment:

- Diagnostic Radiology
- Nuclear Medicine
- Physics and Radiology Safety
- Radiation Therapy
- Interventional Radiology
- MRI (Neurological, Body, Musculoskeletal and Breast)
- Positron Emission Tomography (PET) scanner

NNMC also provides Virtual Colonoscopy (VC) in conjunction with the Gastrointestinal Department as part of the Colon Health Initiative for colorectal cancer screening.

Rheumatology

Rheumatology evaluates and manages a wide variety of adult autoimmune and inflammatory disorders such as rheumatoid and psoriatic arthritis, osteoarthritis, gout, systemic lupus erythematosus, and inflammatory myopathies. Additionally, physicians perform arthrocentesis, synovial fluid analysis, soft tissue and joint injections, including corticosteroids and viscosupplementation with hyaluronic acid. Rheumatology also provides follow-up, monitoring, education, and counseling.

Social Work Division, Clinical Care Management Department

Social Work is a consultation service to multidisciplinary teams in the primary and specialty clinics and inpatient units. Social workers help patients and families cope with chronic, acute or terminal illness, handle problems that may interfere with recovery or rehabilitation, plan for patients' needs after discharge and connect with agency and

community resources. They provide the following services to patients and families whose lives are impacted by medical issues:

- Medical crisis counseling for new diagnoses and exacerbation of illness
- Bereavement services for end of life issues and other losses
- Psychosocial support
- Discharge planning
- Admission prevention
- Resource Management
 - Help in obtaining durable medical equipment
 - Referrals to home health services and hospice
 - Placements in nursing homes and rehabilitation facilities
 - Transition from independent living to another level of care
 - Initiation of transition process to a long term care facility

Speech Language Pathology

Speech Language Pathology provides a broad spectrum of diagnostic and treatment services such as pre- and post-operative assessments, language and cognitive-linguistic assessments, communication therapy, swallowing and feeding therapy; as well as continuity of care for patients through their schools, other hospitals, community speech pathology clinics, rehabilitation centers and nursing homes.

Speech Language Pathology offers a wide range of services to both in- and outpatients. Priority of care is given to active duty members, active duty dependents, inpatient populations, and pre/post surgical patients.

Assessments and therapy are offered for disorders of voice, articulation, language, cognitive-linguistics, fluency/rate of speech, and social speech skills (pragmatics). We offer assessment and therapy for swallow/feeding disorders. The causes of such deficits can be caused by developmental problems, post stroke, head injury, cancer, post surgery, infections/de-conditioning, degenerative diseases, emotional/psychological problems, etc.

Support to the Traumatic Brain Injury Program, to include polytrauma injuries is a priority for both in- and outpatients.

Efforts are made to provide continuity of care from our clinic to other locations where the patient may be transferred or receive ongoing care (rehabilitation centers, schools, Tricare network providers, short term nursing settings, hospice, or home).

Sterile Processing

Sterile Processing provides decontamination, sterilization, and the redistribution of sterile surgical instrumentation and medical devices for NNMC and tenant commands, including the Uniformed Services University of the Health Sciences, the U.S. Capitol, and the White House. Skilled professionals monitor, receive and transport regulated medical waste to a secured storage area awaiting pick-up by a designated authority. Sterile Processing is also the collecting point for outpatient disposal of used syringes and needles.

Substance Abuse Department

The Substance Abuse Department administers and coordinates the Substance Abuse and Rehabilitation Program (SARP) that provides screenings, assessments, outpatient treatment, and continuing care services in the Naval District Washington area and other remote locations for patients diagnosed with substance-related disorders. A full range of individual and group therapy services are provided in all program areas. Intensive early intervention education is provided to those members who have had an incident, but have not been diagnosed with a substance-related disorder. Also provided are administrative assistance, drug and alcohol information, preventive education and referral assistance as part of an on-going outreach program.

Surgical Inpatient

This department provides warm, personal care combined with modern, state-of-the-art facilities for patients' comfort, safety and successful surgical

outcomes. Services include:

- Bedside care before and after operations
- Advanced wound care
- Patient education
- Discharge planning

Transfusion Services

Transfusion Services provides and manufactures blood components based upon the unique needs of our patients in Obstetrics & Gynecology; Hematology & Oncology; General; Orthopedic; Cardiothoracic Surgery; Internal Medicine Clinics; Neonatology and Neurosurgery. NNMC's blood bank transfuses 4,200 blood products annually and is staffed around the clock, including weekends and holidays.

Urology

Urologic Surgery provides specialized medical and surgical care for problems of the urinary tract for men, women, and children. Specialists evaluate and manage conditions of the genitourinary tract for patients of all ages and genders. Services include comprehensive care for all cancers of the urinary tract and male genital tract; voiding problems in men, women, and children; incontinence of urine; male infertility; diagnosis and treatment benign and cancerous prostate diseases; stones within the urinary tract; and the evaluation and treatment of neuro-urologic voiding disorders through our Voiding Dysfunction Center.

We are a center of excellence utilizing minimally invasive surgical techniques such as laparoscopy and robot-assisted surgery for benign and cancerous conditions in children and adults. The staff is committed to preventive urologic health care for patients and has particular emphasis on benign and cancerous conditions of the prostate gland. We collaborate with other military, federal, and civilian medical institutions to maintain a keen focus on state-of-the-art treatment of these conditions. A prostate cancer support group is also available and is open to all who have

been diagnosed with prostate cancer and their family members.

In addition, this department has a specialist in pediatric urology to investigate problems such as birth defects of the urogenital system and to provide care for children with bedwetting problems and urinary tract infections.

Vascular Surgery

Vascular surgeons are specialists in diseases involving the arteries, veins, and lymphatics throughout the body with the exception of the heart and brain. The Vascular surgeons at NNMC have all completed training as general surgeons before pursuing a two-year fellowship to specialize in vascular surgery. The modern vascular surgeon is able to treat vascular disease not only with traditional open surgical methods, but also through minimally invasive catheter based therapies. Examples of this include carotid artery stenting and minimally invasive endovascular repair of aortic aneurysms.

At NNMC, the vascular surgery team is committed to providing high quality and timely care to our beneficiaries. We provide the full range of vascular services to patients, including prevention, education, diagnosis, non-operative management, vascular lab services, endovascular procedures, and traditional open operations. Having this full “toolbox” allows us to individualize treatment to achieve the best results for patients, whether that means surgery, catheter-based intervention, or medical management.

Areas of expertise include:

- Peripheral arterial disease
- Carotid artery disease
- Aortic and all other aneurysms
- Venous disease (DVT, varicose veins, IVC filters, etc.)
- Thoracic outlet syndromes
- Dialysis access procedures
- Angiography with balloon angioplasty and/or stenting

Your Rights & Responsibilities as a Patient

At National Naval Medical Center, we demonstrate our support and commitment to Patients Rights through the day-to-day processes and standards by which our staff interacts with patients. These interactions reflect a fundamental respect for our patients’ dignity and are guided by the staff’s awareness of the ethical issues surrounding patient care. For a detailed explanation of your rights and responsibilities, ask for a Patients Rights brochure the next time you visit NNMC. (El libro de derechos de paciente es disponible tambien en espanol.)

Your Rights:

1. To Receive Quality Care
2. To Receive Explanations of Care
3. To Receive Pain Management
4. To Participate in Your Care
5. To Provide Informed Consent
6. To Refuse Treatment
7. To Arrange for an Advance Directive
8. To Know the Identity of Health Care Staff
9. To Receive Respectful Treatment
10. To Be Provided Privacy, Security and Safety
11. To Express Your Feelings
12. To Refuse Participation in Research
13. To Receive Visitors and Communications
14. To Understand Rules and Regulations
15. To Voice Your Concerns

Your Responsibilities:

1. To Provide Information About Your Health
2. To Provide Information About Advance Directives
3. To Follow NNMC Rules and Regulations
4. To Be Respectful and Considerate of Others
5. To Comply with Recommended Medical Care
6. To Arrive on Time for Appointments
7. To Return Medical Records

Welcome Aboard!



Active Duty and Checking In?

Report to the office below for your specific command. After an initial check in, you may be directed to the Personnel Support Detachment (PSD) for processing of your personnel and pay records. You will then return to your command to complete your check-in procedures that include mandatory enrollment in Tricare Prime. If you need assistance after hours, visit the NNMC Command Duty Office in Bldg. 10, 1st floor lobby or call 301-295-4611.

- National Naval Medical Center
Manpower Management
Phone: 301-319-4900
Location: Bldg. 8, 2nd floor
- Naval Medical Research Center
Phone: 301-319-7403
Location: Walter Reed Army
Medical Center – Forest Glen
Annex
- Navy Medicine Manpower,
Personnel, Training and Education
Phone: 301-295-1251
Location: Bldg. 1, 17th floor
- Uniformed Services University
of the Health Sciences
Phone: 301-295-3423
Location: Bldg. 71

Housing Referral Office

The Naval Support Activity-Washington's Family Housing office has a satellite office located at NNMC. This housing office maintains information on short-term, Public-Private Venture

(PPV) housing. Properties for sale or rent, including single-family homes, town homes, condos, and apartments as well as shared rooms and local hotel information can be found on www.ahrn.com and www.pcsamerica.net. The Rental Partnership Program (RPP) allows active duty service members to move into participating apartment communities without paying a security deposit. In most cases, the application fee is waived and rent is provided at a discounted price. Contact the housing office for additional information and a list of participating communities. Housing information can also be obtained via the Internet at www.housing.navy.mil.

Government Housing

There are several Navy Family Housing on-base locations for military members and their families stationed in the National District Washington (NDW) region. These locations are:

Washington, D.C.

- Bellevue: 188, two- and three-bedroom town homes for enlisted personnel.

Maryland

- Summerfield: 414 two-, three-, and four-bedroom units; apartments and town homes for enlisted personnel, and duplexes for officers.

Virginia

- Woodbridge (approximately 35 miles from NNMC): 600 apartment units for enlisted and commissioned personnel.
Assignments for Naval and Marine

service members should be made on a DoD Form 1746, and submitted with your PCS orders, a current "Page 2" and the detachment endorsement from your last duty station. The service member's application package may be faxed, mailed, or hand-carried to the Navy Family Housing office at NNMC or it may be provided directly to the Navy Family Housing Welcome Center, NSA-W, 2691 Mitscher Road, SW, Bldg. 414, Suite 100, Anacostia Annex, D.C. 20373. The Anacostia Annex Family Housing Welcome Center's fax number is 202-433-0587 and the toll-free phone number is 800-210-0139.

The Navy Family Housing Anacostia Annex Welcome Center office handles all assignments to Navy quarters (on-base housing) in the NDW region.

NNMC Bachelor Housing (BH) information is supplied by the Combined Bachelor's Quarters (CBD) upon check-in. For more information, call 301-295-5855.





Bethesda: The Big Picture

Armed Forces Radiobiology Research Institute

The Armed Forces Radiobiology Research Institute (AFRRI), home of the Defense Department's Medical Radiological Defense Research Program, celebrates its 50th anniversary in 2010. Construction of the facility began in 1960, and AFRRI was established as a joint agency of the three military services in 1961. Its mission is to preserve the health and performance of U.S. military personnel and to protect humankind through research that advances understanding of the effects of ionizing radiation. To these ends, the institute collaborates with other government facilities, academic institutions, and civilian laboratories in the U.S. and

other countries. In addition, the institute provides medical training and emergency response to manage incidents related to radiation exposure.

Joint Task Force National Capital Region-Medical

The Defense Department established Joint Task Force National Capital Region-Medical in 2007 as a standing Joint Task Force reporting directly to the Deputy Secretary of Defense (DEPSECDEF) to oversee, manage, and direct all health care delivery by military medical units in the Joint Operating Area (JOA) and to ensure the military medical readiness of personnel within the JOA. As part of this responsibility, the JTF also coordinates and

oversees the integration and Base Realignment and Closure process for medical treatment facilities in the National Capital Region (NCR). The command oversees, manages, and distributes military health assets and resources in the JOA. This activity ensures our beneficiaries receive unparalleled world class health care. The JTF coordination of health care in the JOA eliminates redundancies, enhances clinical care, promotes health professions education and joint training and enhances military medical research opportunities. In addition to integrating medical resources between the Army, Navy, and Air Force in the region and overseeing the Base Realignment and Closure changes, the task force is the

management agent for the construction of the hospital at Fort Belvoir and the construction and renovation of the future Walter Reed National Military Medical Center at Bethesda. The command is projected to be permanently populated with approximately 152 military and civilian personnel.

Naval Dosimetry Center

The Naval Dosimetry Center (NDC) is an echelon five command under the Navy and Marine Corps Public Health Center, Portsmouth, VA. Since its inception in 1968 as the Radiation Safety Service of the National Naval Medical Center, it has provided dosimetry services for ionizing radiation to the Navy. NDC is the military's largest dosimetry service provider and is one of two technical centers that support the Naval Nuclear Propulsion Program and the Naval Master Material License under the hospice of the Nuclear Regulatory Commission by providing personnel dosimetry and maintaining the Navy's radiation exposure registry for all records associated with personnel exposures. The Navy's Automated Radiation Exposure Registry (NARER) contains over 7 million historical exposures from the inception of the Navy entering into the nuclear age in 1947. NDC's wholebody and extremity dosimetry services are accredited through the National Voluntary Laboratory Accreditation Program (NVLAP) administered through Commerce Department, National Institute for Standards and Technology. NDC is the sole calibration center for the U.S. Navy's distributed dosimetry system comprising 17 laboratories worldwide. NDC also maintains an In Vivo Gamma Spectroscopy facility for monitoring internal radioactivity in personnel. The center provides technical consultation services on matters related to ionizing radiation to over 300 commands; provides an extensive training program for newly acquired Radiation Health Officers; conducts cooperative research with universities and research institutes; and provides instructors for courses taught at the Uniformed Services University of Health Sciences.

Naval Medical Research Center

The Naval Medical Research Center (NMRC) conducts health and medical research, development, testing, evalua-

tion, and surveillance to enhance the operational readiness and performance of DoD personnel worldwide. NMRC is the Navy's largest biomedical research facility and serves as the Echelon-4 headquarters command to nine subordinate Navy medical research and development (NMR&D) laboratories through-out the U.S. and overseas (Indonesia, Egypt and Peru). With a staff of nearly 1,700, the NMRC research covers infectious diseases, biological warfare defense, directed energy bioeffects, combat casualty care, dental, environmental health, bone marrow transplantation, aerospace and undersea medicine, medical modeling, simulation and mission support, warfighter performance, epidemiology and behavioral science. The NMRC headquarters are located in the Inouye Bldg. on the Walter Reed Army Medical Center Forest Glen Annex in Silver Spring, Md.

Navy Medicine MPT&E Command, Bethesda, Md.

The Navy Medicine Manpower, Personnel, Training and Education Command (NAV MED MPT&E) is an Echelon 4 headquarters command responsible to the Commander, Navy Medicine Support Command and the Chief, Bureau of Medicine and Surgery (BUMED). NAV MED MPT&E was established as a result of reorganizing Navy Medicine's education and training structure and supporting the Navy's Revolution in Training.

NAV MED MPT&E's responsibilities include the control, administration and management of health sciences education and training as well as coordination and budget execution of Navy Medicine Officer Special Pays Program and Medical Department Accessions Programs. NAV MED MPT&E continues to provide specialty education and training within its facilities to officers and enlisted personnel. The command is organized into six major areas:

- **Officer Programs & Plans Directorate**

The Officer Programs & Plans Directorate is a diverse group of departments composed of the Special Pays Department, the Personnel Plans Department, the Accessions Department, and the Graduate Programs Department.

- **Academics & Governance Directorate**

The Academics & Governance Direc-

torate provides vision and oversight for NAVMED MPT&E and Navy Medicine regarding: education and training standards, policy, quality improvement, instructional assessment, evaluation, accreditation, and curriculum design.

- **Plans, Analysis & Evaluation Directorate**

The Plans, Analysis & Evaluation (PA&E) Directorate oversees the functional integration of the command, Human Performance issues from external customers, Safety management, Business Operations, Management Controls and analysis, Knowledge Management and Inspector General coordination and reviews.

- **Resources Directorate**

The Resources Directorate is comprised of the Financial Management Department and Material Management Department. The Director for Resources also serves as the Comptroller.

- **Administration Directorate**

The Directorate for Administration provides administrative, disciplinary, and managerial support for staff and student personnel. The Directorate for Administration consists of the Administrative Department, Operating Management Department, Manpower Management Department, and the Management Information Systems Department.

- **Naval Postgraduate Dental School**

The mission of the Postgraduate Dental School is to educate dental residents in their specialty area and prepare them for board certification, and to support operational dental readiness and dental health through clinical practice, worldwide consultative services, and educational endeavors.

NAV MED MPT&E's subordinate commands are NSHS Portsmouth, Virginia, NSHS San Diego, California, Naval Operational Medicine Institute (NOMI) Pensacola, Florida, Naval Hospital Corps School (NHCS), Great Lakes, Illinois and Navy Medicine Training Center (NMTC), Fort Sam Houston, Texas.

The Uniformed Services University of the Health Sciences (USU)

The Uniformed Services University of the Health Sciences (USU) over the

School of Medicine and Graduate School of Nursing

The F. Edward Hébert School of Medicine (SOM) serves a critical and unique responsibility for the nation, educating students to assume two unique roles – as physicians skilled in delivering comprehensive medical care and as trained medical officers delivering this care in defense of our nation, often under adverse and austere conditions.

A comprehensive understanding of the operations of military communities is key to the success of a uniformed physician. For that reason, the SOM curriculum contains all content required to maintain status as an LCME-accredited medical school, while adding an additional 500 hours of military unique content. Additional emphasis is placed on areas critical to the uniformed physician, including trauma and emergency medicine, infectious disease and parasitology, humanities and behavioral sciences, and principles of leadership and teamwork. From the day students matriculate to the medical school, their role as partners in their medical education is paramount.

While the quality of the core medical education remains consistent with other notable medical academic institutions, USU follows a four-year curriculum designed to graduate competent, compassionate, dedicated physicians able to combine a medical career with that of an officer in the Army, Navy, Air Force or Public Health Service. The SOM is tuition-free. Students earn the pay and benefits of an ensign or second lieutenant throughout their four years at USU. In exchange, upon graduation, they incur an obligation of seven years service to the nation. It's worth noting that more than 76 percent of USU graduates choose to remain on active duty until retirement.

Designed for baccalaureate prepared registered nurses, USU's graduate nursing program trains students to be family nurse practitioners, anesthesia nurse practitioners, or perioperative clinical nurse practitioners. The program emphasizes research and gives students an in-depth critical care learning environment from which to learn. While USU has a remarkable worldwide reputation as a center of excellence, many of its students, faculty and alumni attribute its culture – combining a passion for medical science with a commitment to national service – to its remarkable impact.

last 30 years has earned a worldwide reputation as a military and public health education and research center of excellence. Known for its outstanding graduates, scientists and health care practitioners, the university and its faculty attract students to Maryland to study and prepare for careers in service to the nation. Students leave the university committed to serve those in harm's way.

USU offers students an extraordinary learning experience that blends science, courage and commitment to service.

School of Medicine and Graduate School of Nursing

The F. Edward Hébert School of Medicine is in the top 25 percent (class size) of accredited American medical schools and has a year-round, four-year curriculum. This curriculum is nearly 700 hours – or about 20 weeks – longer than that of other U.S. medical schools. These extra hours focus on epidemiology, health promotion, disease prevention, tropical medicine, leadership, and field exercises and other subjects that relate to the unique requirements of ca-

reer-oriented military physicians. Of the 3,585 physician alumni, over 90 percent currently serve on active duty in the U.S. Armed Forces and Public Health Service. Graduate degrees in the biomedical sciences and public health are awarded by the School of Medicine.

The Graduate School of Nursing was founded in 1992 at the Uniformed Services University of the Health Sciences to meet the needs for advanced practice nurses in the Federal Health System. The Graduate School of Nursing is fully accredited by the Commission on Collegiate Nursing Education and offers programs leading to the Master of Science in Nursing (MSN) Degree that prepares registered nurses in the specialties of Nurse Anesthesia, Family Nurse Practitioner, Psychiatric Mental Health Nurse Practitioner, and Perioperative Clinical Nurse Specialist. The Nurse Anesthesia Program is ranked 6th in the country by the US News and World Report. A Doctor of Philosophy in Nursing Science (PhD) Program is also offered to prepare nurse scientists for careers in research. The Graduate School of Nursing has produced over 523 graduates that serve the nation in advanced practice, research and leadership roles in the federal sector.

Personnel Support Detachment

The Personnel Support Activity Detachment (PSD) at NNMC provides one-stop pay, personnel and passenger transportation support to approximately 4,300 active duty and 1,100 reserve military personnel assigned to NNMC, as well as 100 tenant and area commands in the D.C. metropolitan area and northeastern U.S. support is also provided to family members of assigned military personnel, military retirees in the mid-Atlantic region, and passenger transportation to Navy Department civilians. Visit <https://es.cac.navy.mil> to schedule identification and common access card appointments.

Visual Information Directorate

The Visual Information Directorate plans, controls, manages and executes all aspects of Visual Information, Audiovisual Production, Medical Graphic Arts, Medical Photography and Video Teleconferencing in support of the Navy's medical and dental imaging requirements.



You Can Volunteer Here!

American Red Cross

The American Red Cross at National Naval Medical Center offers comfort and support for you and your family through the provision of over 26 programs and services. To make your stay more comfortable the Red Cross operates a supply closet, canteen, a reading library and a Family Room equipped with a Wii and movie center. Additionally, the Red Cross Comfort Cart makes daily visits to each inpatient ward with toiletries, magazines and DVDs. To eligible individuals and families, the office also offers recreational activities, emergency message communication assistance, a Casualty Travel Assistance Program, and many other programs. Over 400 volunteers devote more than 75,000 hours of their personal time each year to help NNMC. To find out how to become a Red Cross volunteer at NNMC, call 301-295-1538 or stop by the Red Cross office in Building 8 on the 2nd floor in room 2189 between 8 a.m. and 4 p.m. Monday through Friday. For emergency message communication assistance after duty hours, or when the office is closed, please call 877-272-7337.

Navy / Marine Corps Relief Society

NMCRS is a private, nonprofit charitable organization designed to provide financial, educational, and other assistance to active duty and retired Navy and Marine Corps personnel and their eligible family members. NMCRS can provide interest free loans or grants for emergency transportation, funerals, medical/dental bills, food, rent, utilities, essential car repairs, personal needs when pay is delayed,

help when disaster strikes. NMCRS also provides budget counseling, a Combat Casualty Visiting Nurse program and free monthly Budget for Baby classes. For information or to schedule an appointment, please contact the Bethesda office Monday through Friday 8:30 a.m. to 4 p.m. at 301-295-1207. Emergency after hours assistance is available by calling the American Red Cross at 877-272-7337 and requesting Navy-Marine Corps Relief assistance.





Post Office and Postal Operations (Military)

The U.S. Postal Service is located on Main Street, next to Postal Operations (Military) Room 1432. Postal Operations acts as the consolidating point for all accountable and official mail processed and distributed for NNMC and tenant commands, as well as personal mail delivery for combined officers and enlisted quarters. Federal Express Mail Services are provided for official mail when destination is 75 miles or greater from place of origin.

Navy Federal Credit Union

Located on Main Street, Navy Federal Credit Union (NFCU) offers a complete range of services and products, with worldwide locations. NFCU staff members are ready to assist you with all your financial needs. Also available are 24-hour NFCU ATMs located on Main Street and at the Navy Exchange. Log on at www.navyfcu.org.

Pastoral Care Services

Pastoral Care Services at the National Naval Medical Center seeks to offer comfort, guidance, and care to patients, staff members and their families. As clinical providers of spiritual care, our chaplains stand ready and are trained to respond to a multitude of needs. We offer a variety of professional services and resources that include:

- On-Call Services – Chaplains are on-call 24 hours a day, 7 days a week at 301-295-1510 during normal working

hours (Monday through Friday from 7:30 a.m. to 4 p.m.) or via the Command Duty Office at 301-295-4611 after hours.

- Inpatient Visitation
- Confidential Pastoral Counseling
- Closed-Circuit TV Ministry
- Devotion Line – 301-295-4055

- Weekly Devotions
- Literature Racks
- Garden of Peace
- Web Site access and communication
- Prayer Requests

Fisher Houses I and II

Insert pic: Fisher House I

Fisher Houses I and II are two homes providing temporary residency to eligible families and loved ones who are visiting patients at NNMC. Each house has a comfortable living room with a fireplace and library, spacious dining room, cheerful kitchen and laundry facilities for families to share. Each family has their own private room and bath, cable television, phone, clock radio, and linens. This environment has all the comforts of home and is a refuge for stress-weary families who join together to form a supportive community. All fees are paid by a grant provided by the Fisher House Foundation, Inc. Eligibility information and referral forms can be found at the NNMC website.

Legal Assistance Program

The Legal Assistance Program is designed to provide in-office attorney advice, aid and referral for active duty and retired service members and their families. Legal assistance is rendered by judge advocates certified by the Judge Advocate General, or by his designated representatives. Attorneys are assigned by the Naval Legal Service Office of the National Capital Area. The Naval Legal Assistance Program is limited to matters of a civil nature such as drafting of simple wills and legal documents, advice on

Worship Services

Roman Catholic Mass

Monday – Friday at 1200 in the NNMC Chapel and Sunday at 0900

Protestant Christian Worship

Contemporary Christian Worship – Thursdays at 1100 in NNMC Bethesda Chapel

General Protestant Worship – Sundays at 1030 in NNMC Bethesda Chapel

Islamic Worship and Study

Qur'an Study – Monday at 1200 - Conference Room Bldg 2, 2nd Floor

Jum'ah Prayer – Friday at 1200 – Conference Room Bldg 2, 2nd Floor

Jewish Worship and Study

1215 – Torah Study, 1st and 3rd Tuesdays

1215 – Jewish Biomedical Ethics,
2nd and 4th Tuesdays

Protestant Christian Worship

Thursday at 1100 in the NNMC Chapel (Contemporary)

Sunday at 1030 in the NNMC Chapel (General)



contracts, landlord and tenant issues, leases, income tax matters, marriage and divorce laws, and other areas of the law that may concern military personnel, their family members and retirees. The Legal Assistance Office does not provide advice on criminal issues or personal and private business matters.

Human Resources Office

Washington, Bethesda Satellite Office provides Civilian Human Resources Management support to NNMC, the JTF CapMed, and other BUMED Commands within the National Capital Area who look to our team for advice and guidance. The human resources advisors offer specialized services on core human resources management programs such as recruitment, classification, training, labor and employee relations, and equal employment opportunity. The goal is to promote and support strategies that attract and retain a high-performing and diverse workforce, working with our partners to fulfill

common mission objectives.

Retired Activities Office

The Retired Activities Office (RAO) provides several services, including helping surviving family members of retirees with benefit information and paperwork, and providing NNMC pre-retirement briefings for active duty personnel. RAO also helps plan and conduct an annual RAO seminar. They provide information on everything from Veterans Affairs benefits to job referrals and relocation services for retirees and their spouses. RAO Bethesda is manned entirely by volunteers and will accept applications from any interested military retirees or spouses, women are especially encouraged to volunteer. Please contact RAO at 301-295-4120 for details and procedures.

Veterans Affairs (VA)

There are three VA representatives available for walk-in appointments on Monday through Friday. Current hours are Monday

through Friday 7 a.m. to 3:30 p.m.

Fleet and Family Support Office

The Fleet and Family Support Office (FFSO) is committed to supporting the National Naval Medical Center leadership in achieving maximum mission readiness. Command, Sailors and family members can access a wide range of services and programs, focused on adaptation to the special demands of military careers, military family life and the need for rapid response to current world events. The FFSO provides transition assistance for military personnel entering the civilian world; information on local, state and community resources; assists single Sailors and families, including financial counseling. FFSO's deployment readiness programs address specific concerns and needs of service members and their families facing extended separation. To enable family members to maintain a satisfying career through self directed job search, FFSO hosts workshops and job fairs.

Graduate Education and Research

Graduate Education and Research

NNMC promotes professional growth and development of our providers-in-training in our Graduate Education & Research programs by supporting high-quality research and clinical trials in conjunction with some of the world's finest medical centers. Clinical trials usually compare a new and, perhaps, more promising treatment to a standard one and contribute to a better understanding of the benefits and risks of comparative therapies. The trials are helpful in determining whether a treatment is better, as good, or not as good as a standard therapy. All research procedures must be approved and monitored by the NNMC Human Research Protection Program and the relevant Institutional Review Boards (IRB) to ensure the responsible conduct of research. Research efforts at NNMC are ongoing in the areas of head injury, colon cancer, breast cancer, investigational chemotherapy, virtual colonoscopy, stroke, diabetes, infectious disease, hematology & oncology, leukemia and lymphoma.

Graduate education has always been a priority at NNMC. Our Graduate Education & Research programs are supported by in-depth exposure to all major medicine specialties and subspecialties. The faculty is chosen specifically for their teaching interests, skills and diversity of experiences. In addition, our providers take an active interest in medical research and are extensively published in major medical journals. NNMC's programs prepare participants for board eligibility and certification. The programs are accredited by the American Council for Graduate Medical Education.

The programs at NNMC are part of the National Capital Consortium and the Uniformed Services University of Health Sciences and, therefore, utilize educational and clinical training opportunities at NNMC as well as Walter Reed Army Medical Center (WRAMC) and Malcolm Grow USAF Medical Center. This liaison takes full advantage of the rich civilian medical community in the Washington, D.C., area and has strong ties and cooperative affiliations with the National Institutes of

Health, Children's National Medical Center, the Veterans Affairs Hospital of D.C., Inova Fairfax Hospital, Washington Hospital Center and others. NNMC offers 45 programs to interns, residents and fellows.

For more information about our graduate programs, call NNMC's Graduate Medical Education Office at 301-319-8278.

Staff Education and Training

Staff Education and Training (SEAT) offers training programs and services, including:

- Requisite Training (Orientation, annual, general military training)
- Resuscitative Medicine and Trauma Life Support (BLS, ACLS, PALS, ATLS)
- Computer Training (Clinical Computer Systems such as CHCS AHLTA, Essentris and Computer/Web-Based Training)
- Continuing Education (CME, CE)
- Corpsmen Training (HMSB)
- Contingency Training
- Enlisted Leadership Training

Navy College Program

The Navy College Program provides opportunities to earn a college degree by granting academic credit for Navy training, work experience and off-duty education for Sailors. The Navy College Program Office provides information and assistance with ongoing educational services. Also offered are tuition assistance workshops, education counseling, degree planning and information on area colleges and certificate programs.

Libraries

The Edward Rhodes Stitt Library, open to NNMC staff, patients and families, is located on the first floor of Bldg. 8 near the Eye Clinic, between the Main Street Cafe and the Chapel. Stitt Library consists of medical and general collections for medical reference, research, consumer health and leisure reading. Internet access is available in the library. The library is open Monday through Thursday between 7 a.m. and 5:30 p.m. Monday-Thursday, and Fridays from 7 a.m. to 4 p.m.



The Navy Exchange

NNMC's Navy Exchange (NEX) is a quality, full-line retail and services complex and is the largest Navy Exchange in the D.C. metropolitan area. The NEX offers consumer goods and services at a savings to eligible customers, and provides financial support for Morale, Welfare & Recreation (MWR) activities and programs. The NEX operates the following facilities on the NNMC complex:

Main Exchange

The Main Exchange, Bldg. 57, is located at NNMC's southwest corner near the intersection of Rockville Pike and Jones Bridge Road. The NEX offers a full line of goods and services, including name-brand clothing, shoes and cosmetics, fine jewelry and watches, an extensive assortment of domestic and imported beers, wines and spirits, home decor, greeting cards, books and magazines, health and beauty aids, gourmet foods and more. The NEX accepts MasterCard, Visa, Discover and Military Star Card. Hours are:

- Monday through Saturday from 9 a.m. to 7 p.m.
- Sundays and holidays from 11 a.m. to 6 p.m.

Personalized Services

The NEX Personalized Services shop in the Main Exchange offers a wide range of services including: engraving, printing, UPS shipping, Western Union, key duplication, wedding invitations, gift wrapping, special order military insignia and mounting of military medals. Personalized Services also offers our "Navy Pride" shop, which stocks an assortment of Navy and NNMC-related collectibles and local gifts.

Navy Exchange Optical Shop

The Optical Shop is located in the Main Exchange and offers a variety of designer eyewear and optical accessories. Opticians can order and fit frames, prescription lenses and contact lenses. New Single Vision lenses are often available in one hour. An optometrist is available. Tricare and Aetna are both accepted

Barbershop

The NEX operates two barbershops, one in the Main Exchange and the other



on Main Street in the hospital. Complete barber services are offered at both locations and appointments are accepted.

Laundry and Dry Cleaning Shop

The Laundry and Dry Cleaning Shop is located in the Main Exchange. Operated by Coach Cleaners, full laundry and dry cleaning services are available.

NEX Quick Mart

The NEX Quick Mart, near McDonald's and the Main Exchange, features convenience foods and beverages, food staples such as bread and milk, laundry and household cleaning supplies, gasoline, car-care products, and health and beauty products.

The Navy Lodge

The Navy Lodge, located one block away from the hospital, is a modern 106-room hotel for authorized patrons, including active duty and retired military service members, their families, patients and other authorized guests. Single rooms consist of one queen-sized bed. Double rooms consist of two queen-sized beds and it also has a complete kitchenette. Handicapped rooms with and without kitchenettes are also available. All rooms include microwave oven, refrigerator, cable TV (including Showtime), a private bath and are non-smoking. Amenities such as high chairs, cribs, fax machines, irons and ironing boards, laundry facilities, cof-



fee, ice machines, vending machines and rollaway beds are also available. Reservations can be made 24 hours a day, seven days a week by calling 800-NAVY-INN. Call for current rates. Same-day reservations can be made by calling the Lodge directly at 301-654-1795.

Main Street

“Main Street” is a colorful and busy area located in Bldg. 2 on the 1st floor. There are a number of eateries including Main Street Café, Subway and Dunkin’ Donuts. There is a constantly changing variety of vendors displaying and selling jewelry, purses and leather goods, artwork, children’s toys and many other interesting items.

Uniform Center

NNMC’s NEX offers a full-service Navy Uniform Center and tailor shop. It’s now conveniently located inside the

hospital on Main Street in Bldg. 2 across from Dunkin’ Donuts.

A Wide Variety of Eateries

Main Street Café

The Main Street Café is comprised of different venues: Stacker’s Deli and Boardwalk Fries. Cafeteria-style entrees are still present along with freshly prepared Caesar salads, Asian wraps, and hot carved turkey platter. Special catering and party programs are also available.

Subway & Dunkin’ Donuts

Subway & Dunkin’ Donuts feature made-to-order sandwiches, freshly baked donuts, coffee and ice cream along with in-store seating.

The Wedge

The Wedge is located in Bldg. 9 on the 1st floor, adjacent to the Radiology and Internal Medicine Clinics. The cafe

serves Starbucks Coffee, Manhattan Bagels, light breakfast and lunch fare.

Flagship Vending Center

Located near The Wedge, the Flagship Vending Center is a vending bank offering a full array of vending products with 24-hour convenience.

McDonald’s

NNMC’s base McDonald’s (next to the NEX Quick mart) features an indoor “Play Place” for children and ample seating inside and out for patrons.

William III Gourmet Coffee

Located at the hospital’s main entrance in Bldg. 10, William III Gourmet Coffee shop features top quality coffees, cappuccino, gourmet muffins, biscotti and a full lunch menu. Special catering is also available.



MWR InfoCenter

Located just around the corner from Main Street, the MWR InfoCenter answers all your recreational needs. You can learn about the interesting classes, exciting fun runs, and adventurous trips offered by MWR. You may also purchase discount tickets for local amusement parks; movie theaters; special events; and area attractions; nearby ski resorts; and popular parks in the U.S., including Disney theme parks; Universal Studios; and Colonial Williamsburg. Brochures, maps and flyers are also available for quick reference and trip planning. The MWR InfoCenter is an authorized Ticketmaster outlet. Be sure to get the latest copy of the MWR Happenings newsletter, available to pick up in the MWR InfoCenter and also online at www.bethesda.med.navy.mil/Visitor/Morale_Welfare_Recreation/.



Bethesda Naval Bowling Center

The Bethesda Naval Bowling Center houses 20 bowling lanes with automatic scoring, a snack bar with a large outside deck, a game room with pool tables and a pro shop. Both open play and league bowling are offered year round for all ages. You can bring the whole family – all the lanes are equipped with automatic bumpers for young or inexperienced bowlers. Various party packages are available for your special events. Packages include bowling, shoe rental, food, drinks and a private party room. Call the Bowling Center to schedule. Check the latest MWR Happenings for additional information.

Comfort Zone Complex

The Comfort Zone offers a variety of group fitness classes including BodyPump, BodyFlow, BodyCombat, Spinning, Yoga, Boot Camp and more. There are also Personal Training services, Fitness Challenges, monthly 5K Fun Runs, Triathlons and other exciting activities for all levels of fitness. We offer intramural sports in softball, flag football, soccer, kickball, and horse-shoes. Visit www.quickscores/comfort-zone for up to the minute information.

Temporary Indoor Facilities:

- Cardio and Weight Zone Equipment
- Stretching and Abdominal Training Area

- Spinning Studio
- Fitness Studio
- Locker Rooms

Outdoor facilities:

- Softball field
- Running track
- Two picnic pavilions for spring and summer rental

USU Café

The USU Café, located in the Uniformed Services University of the Health Sciences, serves breakfast and lunch, and offers catering and banquet services seven days a week for both small and large occasions. Daily Entrée Specials, Grill, Salad Bar, Pizza, Frozen Yogurt and more.

Liberty Zone and Liberty Program

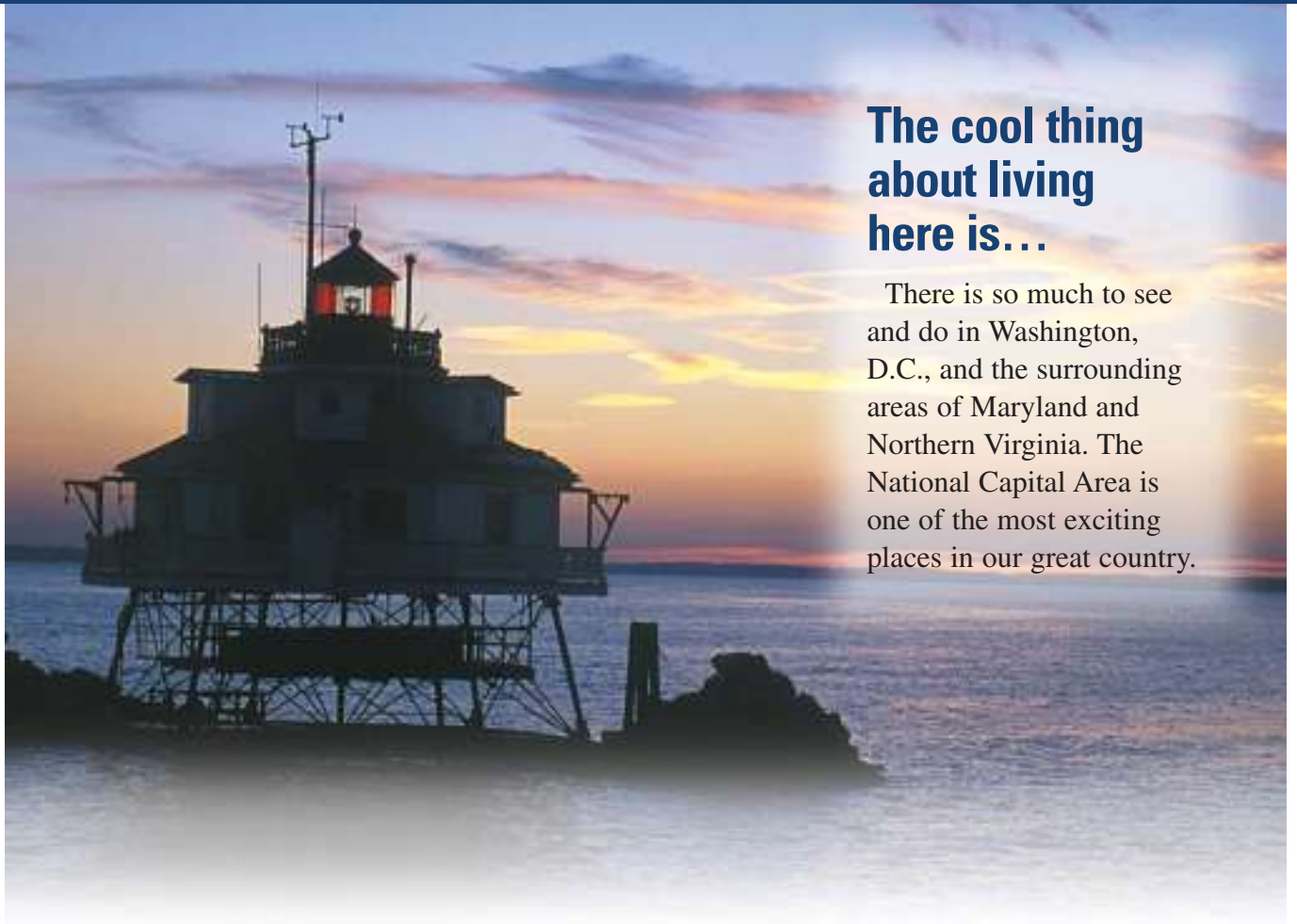
The Liberty Zone and Liberty Program is open for all single E-1 to E-6 and Enlisted Geographical Bachelors stationed at NNMC. The Liberty Zone is a recreational center for fun and relaxation located in the Solace Hall Barracks, Bldg. 61, 2nd floor. Come to the Liberty Zone and kick back, relax, maybe watch a movie with over 600 options from the Navy Motion Picture Service, access the Internet with wi-fi or from our .Com Zone, play a video game, win prizes in a tournament, play pool, ping pong, foosball, attend special events like Pre-Payday Pigout free food nights, and so much more all at no cost. You can also snack on some free freshly popped popcorn, other provided snacks, and wash it down with a cold

soda or water. There is something for everyone and we are open 365 days a year. Let us be your home away from home. The Liberty Zone is also home to the Liberty program, which takes a wide variety of trips to include sporting events, ski trips, white water rafting, lunch and movie nights, overnight trips to other cities such as New York City, sites in D.C. and Baltimore, and so much more. All trip sign-ups are at the MWR InfoCenter around the corner from Main Street.

Child Development Center

The Child Development Center, located at Bldg. 26 on Stokes Road behind the Bowling Center, is a full-time childcare facility for active duty military personnel assigned to the National Naval Medical Center, its tenant commands and the National Capital Area. Defense Department civilians of NNMC and its tenant commands are also eligible to use the facility on a space-available basis. Care is provided for children ages 6 weeks to 5 years, Monday through Friday from 6 a.m. to 6 p.m. The center is accredited by the National Association for the Education of Young Children and the Navy Child Development Programs. Fees are based on total family income and will not be pro-rated, including weeks with a Federal holiday. A \$35 registration fee must be paid in advance and is credited towards first weekly payment. For waiting list or application information, call the Child Development Center at 301-295-0167.





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There is so much to see and do in Washington, D.C., and the surrounding areas of Maryland and Northern Virginia. The National Capital Area is one of the most exciting places in our great country.

Maryland

Maryland surrounds almost three-quarters of Washington, D.C., and is a cornucopia of interesting places to visit. From life on the Chesapeake Bay with its tasty fresh crab to the U.S. Naval Academy in Annapolis that prepares young men and women to become professional officers in the U.S. Navy and Marine Corps. From the great city of Baltimore with its professional football and baseball teams to the Eastern Shore with its beautiful beaches and shoreline, Maryland offers the chance for an exciting new excursion every weekend.

Annapolis Waterfront

Annapolis is the Maryland state capital and is also known as the “sailboat capital of the world.” Annapolis is the home of the U.S. Naval Academy and Saint John’s College, and is located at the mouth of the Severn River on the Chesapeake Bay. Downtown in the historic area, originally established in 1695, City Dock is a favorite place to visit. Known to local boaters as “Ego Alley,” it’s the weekend and evening scene of a steady parade of expensive yachts. There is plenty to eat and drink in the area and power boat shows every October. The nearby U.S. Naval Academy has the world’s largest dormitory housing over 4,000 midshipmen. Favorite sights here

are the crypt of John Paul Jones in the Academy Chapel and the Severn seawall with its mast from the battleship Maine (sunk in Havana in 1898). There is also an early submarine, a Mark XIV torpedo (memorial for 52 U.S. submarines lost in World War II with 3,505 men) and other Navy hardware.

Baltimore’s Inner Harbor

One of America’s oldest seaports and one of the world’s newest travel destinations, Baltimore’s Inner Harbor was established in the seventeenth century. The Inner Harbor has a rich maritime heritage and today is complemented by exciting attractions such as the National Aquarium and the Maryland Science

Center. The Inner Harbor is close to Fells Point and Little Italy with water taxis providing the opportunity to view the Baltimore’s dramatic skyline on a leisurely cruise as well as transport to other exciting city locations.

The Baltimore Symphony Orchestra at Strathmore

The Strathmore Center’s dazzling architecture is nothing short of captivating. Its 2,000-seat concert hall houses the highest caliber acoustics and its location is convenient and easy to get to with plenty of complimentary parking available for ticketed events. Call 877-BSO-1444 or log on at www.BSOat-Strathmore.com for more information.



Northern Virginia

Northern Virginia is distinct from the rest of the state in many ways. Arlington and Alexandria, decidedly “inside the Beltway,” are the closest bedroom communities to D.C. Arlington National Cemetery, the Iwo Jima Memorial, the Pentagon, Reagan National Airport, Old Towne Alexandria and Mount Vernon, the home of George Washington, offer the history buff and the serious history student a never-ending choice of places to visit.

Arlington National Cemetery

Arlington National Cemetery has a number of fascinating sites to visit, including the Tomb of Unknowns, the Amphitheater, Arlington House, and the grave of President John F. Kennedy. Outside of the Tomb of Unknowns, there is a changing of the guard every half hour in the summer and every hour the rest of the year. The cemetery opens to visitors daily at 8 a.m. From April thru September, the cemetery closes at 7 p.m. From October to March, the cemetery closes at 5 p.m.

Marine Corps Memorial Iwo Jima Statue

This 78-foot memorial, created by Felix de Weldon, commemorates all the

Marines and Corpsmen who have died in battle since 1775. It’s open daily 8 a.m. to midnight. It’s located on Route 50 at Arlington Boulevard & Ridge Road.

The Women in Military Service for America Memorial

Situated on 4.2 acres of land at the ceremonial entrance to Arlington National Cemetery, the Women’s Memorial is the first major national memorial honoring women who have served in our nation’s armed forces during all eras and in all services. The history of women serving in defense of our nation began more than 220 years ago with women who served in the American Revolution and continues with those

who serve today. It’s open daily, except Christmas, from April to September from 8 a.m. to 7 p.m. From October to March, it’s open from 8 a.m. to 5 p.m. Admission is free.

Old Town Alexandria

Alexandria is unique – an historical place that keeps pace with the modern world. The city is part of a large metropolitan area surrounding the nation’s capital, yet it has retained its period character. About one-quarter of the town’s 15 square miles has been designated as a national or local historic district. Alexandria was home to those who made American history – George Washington, George Mason and Robert E. Lee – and many other men and women.



Washington, D.C.

The District of Columbia, our Nation's Capital and the city many believe to be the most powerful in the world, was named for George Washington and Christopher Columbus in 1791. Washington, D.C., brings together the hub of American political life and a broad international cultural diversity. From its majestic monuments, museums and historical treasures to its unique neighborhoods and numerous street festivals, the city is a glorious mix of delightful contrasts. For ease in getting around town, Washington's Metro System, one of the best subway systems on the East Coast, provides a connection to neighborhoods in the city and to parts of Northern Virginia and Maryland. For more information regarding the Metro, call 202-637-7000.

The White House

The President's house and one of the most popular sights in D.C., the White House is located at 1600 Pennsylvania Ave. Only the public rooms on the ground floor and the state floor may be visited and hours are limited. The White House may be closed at various times due to security concerns and special events. For more information, call 202-208-1631.

Lincoln Memorial

West of the Reflecting Pool and the Washington Monument, stands the Lincoln Memorial. With the words of the famous Gettysburg Address and murals of the signing of the Emancipation Proclamation adorning its walls, the imposing 26-foot seated statue of the 16th president sits in the center of the Greek Revival structure. Built to honor Abraham Lincoln, perhaps one of America's best-loved presidents, the Lincoln

Memorial was dedicated on Memorial Day, May 30, 1922, and remains to this day a symbol of freedom. The memorial is open 24 hours a day, seven days a week. Park rangers are available from 9:30 a.m. to 11:30 p.m. Call 202-426-6895 for more information.

Jefferson Memorial

This memorial, dedicated to the author of the Declaration of Independence, stands on the south shore of the



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Tidal Basin in West Potomac Park. The circular structure made of Vermont and Georgia marble, combines architectural elements of the dome of the Pantheon of Rome and the rotunda designed by Jefferson for the University of Virginia. A 19-foot statue of the third president towers in the center of the memorial and the marble walls bear inspiring quotations. One of the best times to visit this monument is early spring when thousands of Cherry trees blossom throughout the Tidal Basin.

John F. Kennedy Center for the Performing Arts

Under the guidance of Mrs. Jacqueline Kennedy, this center for the performing arts opened Sept. 8, 1971, as the official memorial in Washington to honor President John F. Kennedy. The center features a rooftop promenade overlooking the Potomac River, three dining areas and five performing arts theaters: the 2,700-seat Concert Hall, home to the National Symphony Orchestra, the Opera House, also a setting for ballet, the Eisenhower Theater, the Theater Lab and an American Film Institute Theater. Free tours of the center are available. Call 202-416-8341 for more information.

The Mall

Perhaps the most photographed strip of land in the world, the National Mall is a testimony to the American commitment to free speech and the right to congregate. It was the architectural brainchild of 18th century French engineer Pierre L'Enfant. The mile-long oblong stretch of green, running between Constitution and Independence Av-

enues, is home to demonstrations and tourists and is surrounded on both sides by the twelve buildings of the Smithsonian Institution's wondrous museums. They include: The National Museum of Natural History, The National Museum of American History, the National Gallery of Art, the Hirshorn Museum, the Air and Space Museum, the Botanical Gardens, and National Museum of the American Indian. The Mall is flanked by the dome of the U.S. Capitol Building gleaming in the East and the Washington Monument piercing the sky in the West.

National Cathedral

Built in the old-world tradition and probably the last great Gothic cathedral to be erected, the National Cathedral was finished in 1990 after 83 years of construction. Bring binoculars to view the menacing beasts, gruesome gargoyles and fanciful creatures, which adorn the outside walls. Located on the corner of Wisconsin and Massachusetts Aves., N.W., the Cathedral offers Episcopalian and interdenominational services. Call 202-537-6207 for times of services and tours.

The National Zoo

Located at 3001 Connecticut Ave., N.W. in the heart of the city, more than 5,000 animals are housed in this beautiful 163-acre park. One of the main attractions is the pair of giant pandas from China. Grounds are open April thru October from 6 a.m. to 8 p.m., and November thru March from 6 a.m. to 6 p.m. The National Zoo is easily accessible by Metro. Call 202-673-4800 for more information.

National Museum of the American Indian

The opening of this museum marks a unique cultural achievement as Native Americans from North, Central, and South America realized a long-awaited dream to share and honor their vibrant cultures with visitors from throughout the world. NMAI is located on 4th Street & Independence Ave., S.W., Washington, D.C. 20560. The museum is open from 10 a.m. to 5:30 p.m. daily and is closed Christmas Day. For more information, call 202-633-1000.

National World War II Memorial

The World War II Memorial is the first national memorial dedicated to all who served during the war. The memorial, established by the American Battle Monuments Commission, honors all military veterans of the war, the citizens on the home front, the nation at large, and the high moral purpose and idealism that motivated the nation's call to arms. The World War II is the only 20th-century event commemorated on the Mall's central axis. The memorial is located on the National Mall at 17th Street between Independence and Constitution Aves.

Vietnam Veterans Memorial

Know simply as "The Wall," this moving tribute displays the names of more than 58,000 Americans listed as POWs/MIAs and casualties of the Vietnam War in black, gleaming granite. A life-size statue of three infantrymen completes the experience. Located west of the Mall, near the Lincoln Memorial, and guarded 24 hours a day by men and women who served. Call 202-634-1568 for more information.



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