

Naval Branch Health Clinics

Your Health Is Our Mission.

PATIENT HANDBOOK



www.med.navy.mil/sites/nmcsd



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WELCOME LETTER

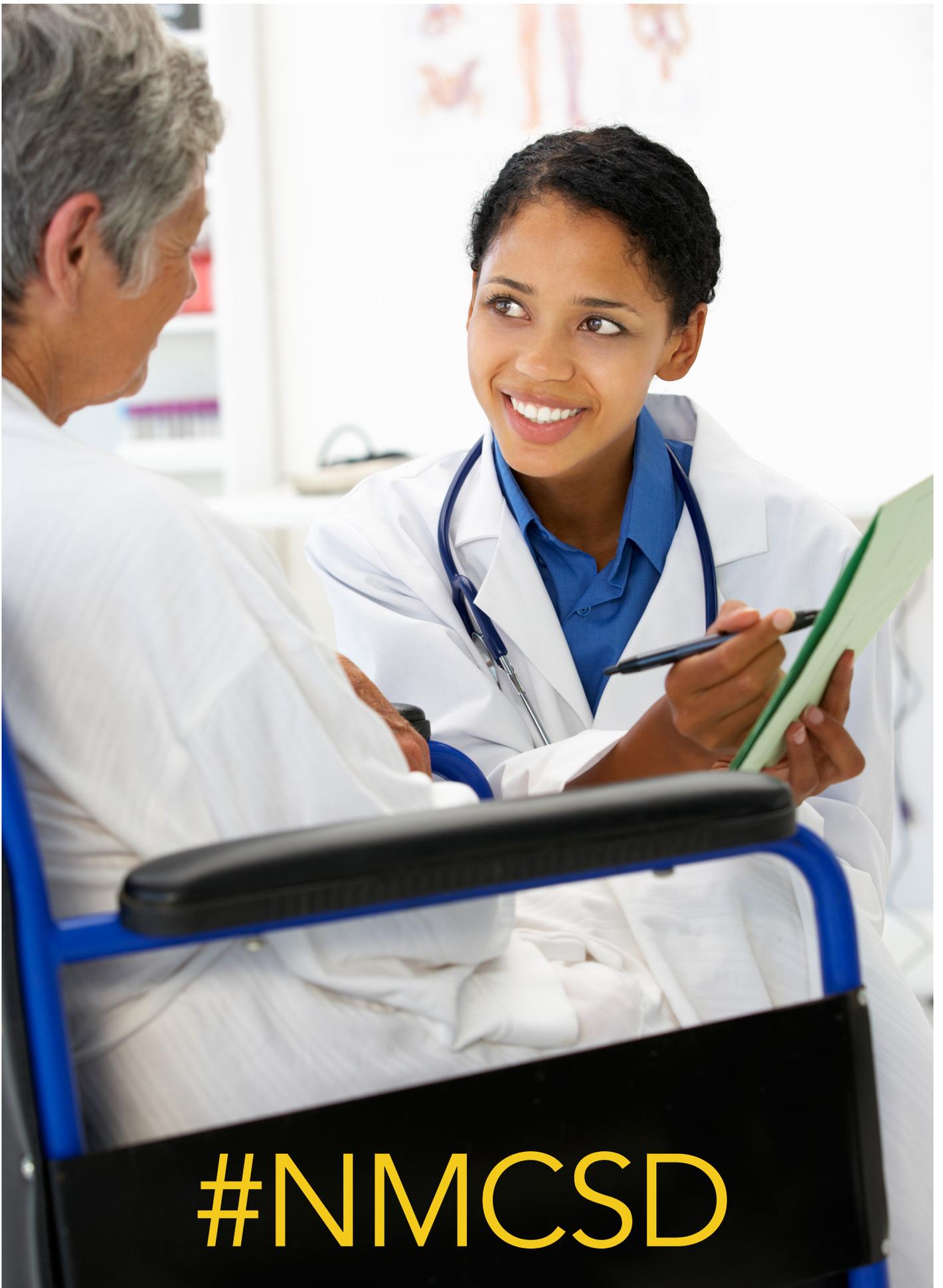
Welcome to Naval Medical Center San Diego, California! The mission of Navy Medicine is to provide force health protection and support the medical needs of the Navy and Marine Corps team across the entire spectrum of operations. We are entrusted with the care of our Sailors, Marines, their families, and, where possible, our retirees and their families. Whether you are assigned to Pediatrics, Internal Medicine, Family Medicine, or one of our branch clinics, you are entering a unique clinical area serving our entire population.

Our intent is to provide the safest, highest quality patient-centered medical care. You are joining a team that ensures optimal readiness for our Sailors and Marines, and treats all who visit and work at the Naval Medical Center San Diego with the utmost dignity and respect. I invite you to work closely with all of our stakeholders for the benefit of our beneficiaries and our community. Ask yourself, "What can I do to make things better?" Foster opportunities to make a positive difference in the lives of our patients, shipmates, families, and yourselves. During your time here, I empower you to transform your ideas into reality and make Naval Medical center San Diego even better than when you arrived. Again, welcome aboard!



A. ACOSTA

CAPT, MC, USN



#NMCSD

CONFIDENTIALITY

Protecting Your Privacy - HIPAA

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) guarantees that all health-care employees will protect your health information. The HIPAA Privacy Rule allows you the right over your health information, including the right to get your health information, make sure it is correct, and know who has seen it. If you have any questions or concerns about HIPAA please bring it to the attention of your clinic Customer Service Representative or you may contact the Naval Medical Center San Diego (NMCS D) Patient Relations Department.

 Call 1-619-532-6418 to reach NMCS D Patient Relations

 Visit <http://www.nmcsd.med.navy.mil>

To file a HIPAA compliant, please contact the NMCS D Legal/Privacy Office or NMCS D Fraud, Waste, and Abuse.

 Call 1-619-532-6475 to reach NMCS D Legal/Privacy Office

 Call 1-619-532-6418 to reach NMCS D Patient Relations

Military Health System Notice of Privacy Practices

The Military Health System (MHS) Notice of Privacy Practices (NoPP) explains disclosure policies and how your health information will be protected. A copy of the MHS Notice of Privacy Practices may be requested at any Naval Branch Health Clinic (NBHC).

Requesting Medical Information

You have the right to obtain a copy of your medical records or to request that your records be provided to someone else. To protect your confidentiality, you must complete an "Authorization for Disclosure of Medical Information" form before your medical records can be released. If someone requests information about you, we cannot tell him/her anything without your written consent. This includes family members and friends. If you would like a family member or close friend to have access to your health information please contact your clinic staff for appropriate guidance.

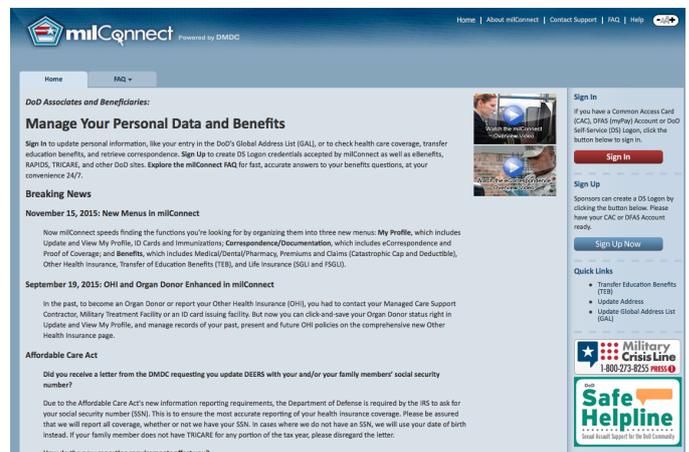
YOUR BENEFITS

Eligibility - DEERS

Defense Enrollment Eligibility Reporting System (DEERS) registration is required for TRICARE eligibility and enrollment. Once you are registered in DEERS you will receive a Uniformed Services Identification and Privilege Card, this I.D. card is required to be presented at each visit to a Military Treatment Facility or pharmacy. Children who are under 10 years old can receive care without an I.D. card however, the legal guardian must present a valid Uniformed Services Identification and Privilege Card.

Updating Your DEERS

It is critical to maintain your DEERS information at all times. The wrong information may cause problems in your TRICARE claims as well as other healthcare benefits. Family members can update your personal information in DEERS by calling or visiting their website. To add or remove family members the sponsor must visit a local I.D. card office.



 Call 1-800-538-9552

 Visit <http://www.milconnect.dmdc.mil>

Are You New To Tricare?

TRICARE offers widespread and affordable health coverage with 11 health plan options, pharmacy benefits, dental options, and other special programs. How do you know which one is right for you? The Health Benefit Advisors at Naval Medical Center San Diego (NMwCSD) are available to provide answers, solutions, and counseling on all TRICARE Programs.

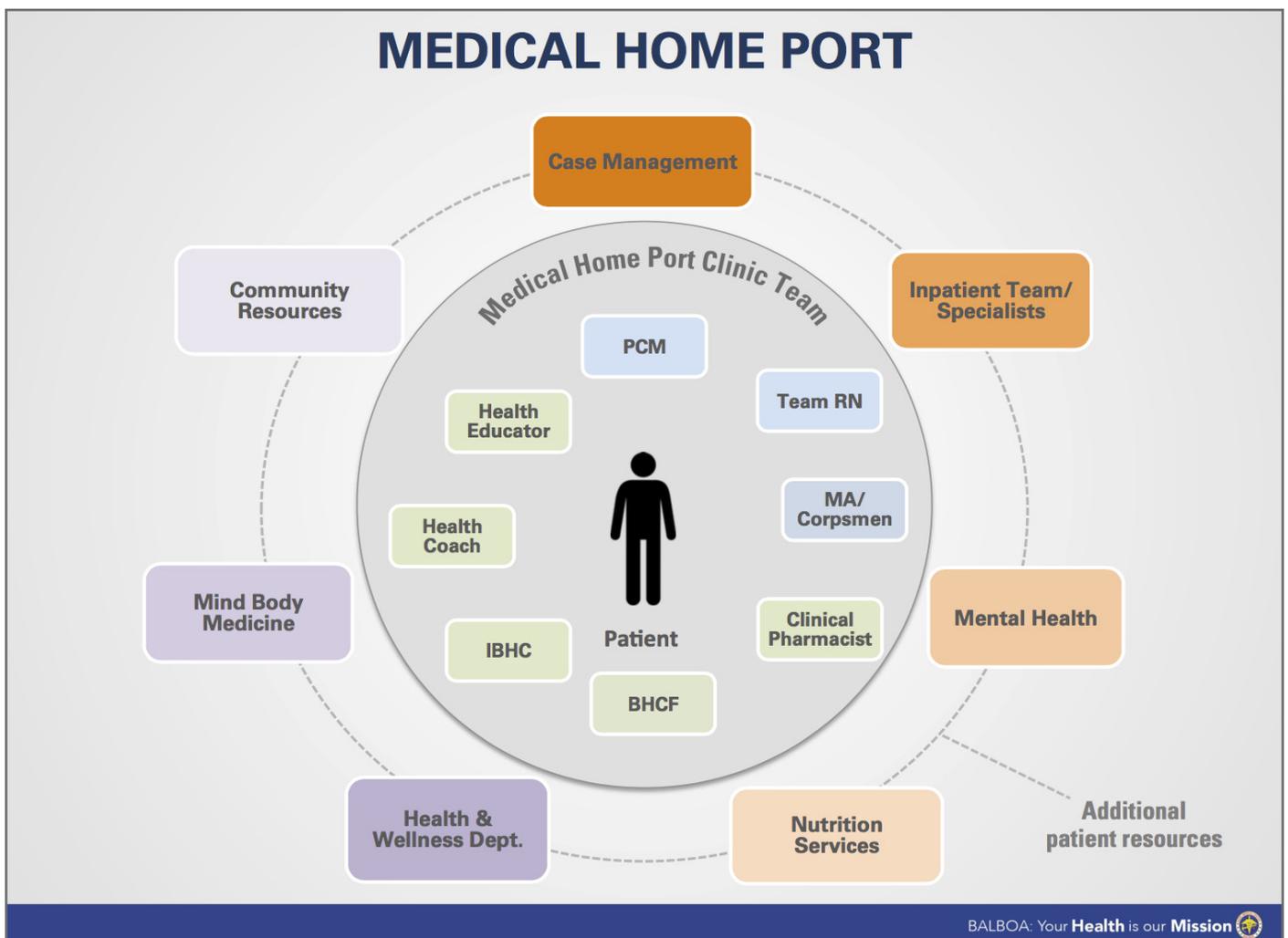
 Call 1-619-532-8328 to reach the NMwCSD Health Benefits Advisor

 Visit <http://www.TRICARE.mil>

MEDICAL HOME PORT

What Is Medical Home Port?

Medical Home Port (MHP) is your primary care clinic. It places you at the center of a collaborative team of healthcare professionals that are all led by your primary care manager (PCM). You will be assigned to one provider and their team who will work with you to manage your healthcare needs. MHP focuses on building the patient/provider relationship, enhancing communication, and meeting most of your urgent care needs within the team. You will receive patient-centered care that is continuous and easily accessible from a healthcare team that you know and your medical history.



HEALTHCARE TEAM

My Health Care Team

Your healthcare team will always include your Primary Care Manager (PCM), Team Nurse and Nursing Support Team. Typically you will find a Case Manager, Clinical Pharmacist, Health Coach, and Internal Behavioral Health Consultant (IBHC).



Primary Care Manager

It is your provider, a Physician (MD or DO), Physician assistant (PA), Nurse Practitioner (NP), or Independent Duty Corpsman (IDC), who is responsible for managing and addressing all of your medical needs. Their goal will be to always actively involve you in your healthcare and provide you with the proper follow-up guidelines.



Team Nurse

Your Team Nurse will be a Registered Nurse (RN). They provide you with valuable educational materials, assisting in managing chronic diseases and preventive screenings, home care advice, and following up with you after an urgent care or emergency room visit.



HEALTHCARE TEAM

Nursing Support Team

Your first clinical encounter will be with a member of the nursing support team. A Licensed Practical Nurse (LPN), Hospital Corpsman (HM), Medical Assistant (MA), or Health Technician (HT) will review your medical record with you and obtain your blood pressure, heart rate, and temperature before you see your provider. They will be available to support your provider in procedures and documentation throughout your visit.



Case Manager

Case Managers work with your MHP Team by helping you develop specific goals to improve complex conditions. Using innovative tools, they assess, coordinate to manage your health-care in a timely manner. Struggling with multiple medical problems or other diseases can be overwhelming; you may talk to your provider if you think a Case Manager is right for you.



Clinical Pharmacist

The Clinical Pharmacist (PharmD) will provide medication education and reconciliation. Dealing with a complex medical condition such as diabetes or hypertension can make it hard to manage your medications. They are fully privileged pharmacists who can assist in managing your medications by renewing, reviewing the indications and procedures for all prescribed and Over-The-Counter Medications.



HEALTHCARE TEAM

Internal Behavioral Health Consultant

The Internal Behavioral Health Consultant (IBHC) specializes in behavioral management of health problems, they offer you help when emotional, physical, or behavioral problems interfere with your daily life. The IBHC is made available through your PCM or self-referral.



Behavioral Health Care Facilitator

The Behavioral Health Care Facilitator (BHCF) works directly with the patients as requested by the PCM and/or IBHC. These follow up interactions, or "touches," provide the patient with a sense of connection with their MHP team, while allowing the PCM to receive regular updates on patients from whom they would generally have no interaction once they initiated the treatment



Health Coach

The Health Coach will help you realize your personal best is attainable! They will help you identify and achieve your health goals through one-on-one, virtual, group, and community health coaching. This includes identifying obstacles, providing educational materials and encouraging personal support systems. The Health Coach will teach you skills on how to lead a healthier lifestyle by behavioral changes and life style modifications.



APPOINTMENTS

Scheduling

To schedule an appointment with your provider, follow one of the methods listed below:

RelayHealth

RelayHealth allows you to email your MHP Team on a secure network and request an appointment. Please see the RelayHealth section of this handbook for further information.



Visit <http://www.relayhealth.com>



Scan this code using your smartphone to connect to the RelayHealth portal.

Call Center

The call center allows you to schedule an appointment when it is convenient for you. Open Monday-Friday 0600-1700 and closed on weekends and holidays.



Call 1-619-532-8225 to schedule

* You will receive a confirmation call via telephone, select 1 to confirm.

Kearny Mesa Patients Call 619-645-0155

North Island Patients Call 619-545-6210

TRICARE Online

TRICARE Online (TOL) gives TRICARE Prime members the ability to schedule, change, and cancel appointments online. Please see the TOL section of this handbook for further information.



T R I C A R E®



<https://www.tricareonline.com/>

APPOINTMENTS



Arriving For An Appointment

Please arrive at your scheduled appointment to allow time to check-in and fill out paper work. Be sure to have your Uniformed Services Identification and Privilege Card (ID Card) with you. Your I.D. card must be presented in order to receive care. If you have paperwork to be filled out by your provider or health records from another doctor's office, please be sure to have it with you upon arrival for your appointment.

Follow-Up

Should you need a follow up appointment, you may stop by the front desk to schedule a follow-up appointment. They will make an appointment that works best with your schedule.

Cancellation

If you are not able to keep your scheduled appointment, please notify us as soon as possible. The earlier we know the earlier someone else may use the appointment time. You may cancel your appointment by using the Relay Health, TOL, or the Call Center. Please see telephone numbers on pages 23-24.

Late Policy

If you arrive late for your appointment time, your provider may be seeing the next patient. Your health care team will make every attempt to help you and ensure you receive the proper care needed. Please understand that you may be asked to wait or we may ask if you would like to reschedule your appointment for another date and/or time.

Scheduling

RelayHealth is a secure Web-based service that allows you to stay in touch with your provider and your health team; anytime, anywhere, and from any internet connection. You are able to communicate your non-urgent needs (listed below) through an encrypted system through RelayHealth and you may be able to save yourself an office visit!

- **Appointments**- request to schedule an appointment with your PCM
- **Refill** - request a prescription refill
- **Results**- request to receive you laboratory, radiology, or other test results
- **Education**- receive health education information
- **Contact**- your PCM about non-urgent health matters or concerns

Security

RelayHealth messages are different from your regular e-mail. Your messages are sent securely and confidentially. The RelayHealth server protects your privacy and any information sent through the RelayHealth application.

Benefits

RelayHealth gives you the ability to communicate with your office when it is most convenient for you. No more waiting on-hold for appointments or medication refills. You now have the connectivity with your PCM and MHP Team for routine communication. This includes questions about forms, physicals, lab or x-ray results, immunizations, and other benefits.

WebVisits

Some clinics offer a WebVisit™ which allows you to complete an online medical evaluation. The WebVisit guides you through an interactive interview based on your primary complaint.

Once your message has been reviewed by your Medical Home Port Team, you will receive an online medical evaluation provided by your provider or a member of your MHP Team. Please check with your clinic staff to see if this option is available at your clinic.

Signing Up

Sign up for Relay Health by asking any member of your MHP Team to assist you in the process. You may also sign yourself up by calling RelayHealth, visiting their website through the link below, or using the QR code.

Three ways to sign up for RelayHealth:

1.



Scan this code using your smartphone to connect to the RelayHealth portal.

2.



Call 1-800-538-9552

3.



Visit <http://www.relayhealth.com>

Sign up for Relay Health by asking any member of your MHP Team to assist you in the process. You may also sign yourself up by calling RelayHealth, visiting their website through the link below, or using the QR code.

TRICARE ONLINE



TRICARE Online

TRICARE online (TOL) is a secure website providing you access to online health care information and service: you are able to make your own appointments, ask for prescription refill, and the BLUE BUTTON will provide data on our personal health. If you are a TRICARE beneficiary at least 18 years old, and you receive care at a Military Treatment Facility (MTF), you are eligible to access TOL.

Login

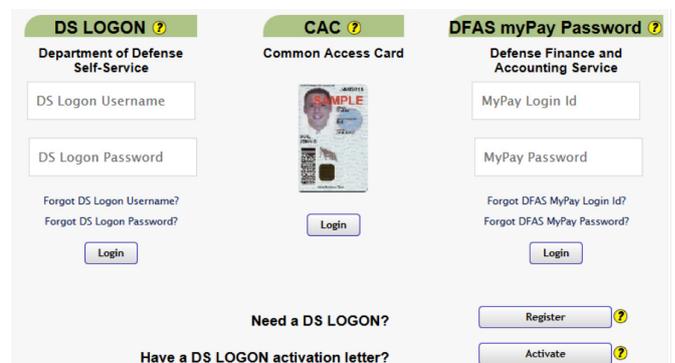
In order to access TOL you must login by using your DoD Self-Service Logon (DS Logon – available to any TRICARE beneficiary), DoD Common Access Card (CAC), Defense Finance and Accounting Services (DFAS) myPay, or using the QR code (see below).

 Visit <https://www.tricareonline.com/>

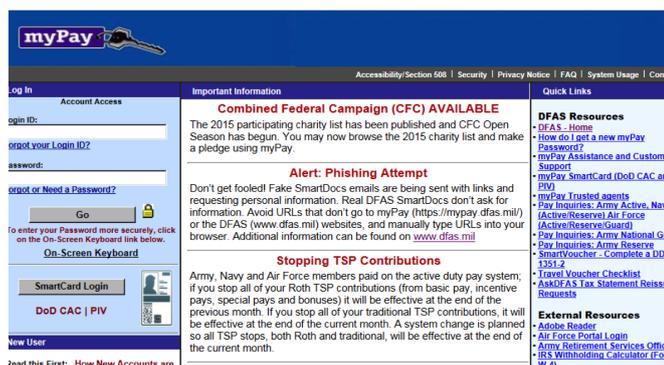
DoD Self-Service Logon



DoD Common Access Card (CAC)



(DFAS) myPay



QR code



Scan this code using your smartphone to connect to the TRICARE Online portal.

Blue Button

Securely view, print or download your lab results, radiology results, medication profile, allergy profile, encounters, problems lists, immunizations, and vital sign data. Download your personal health data to PDF, text, or XML-formatted continuity of care document (CCD).

- **View**- *your allergies, problem list, encounters, laboratory results, medications, radiology results, vital signs, and immunizations from your Electronic Health Record*
- **Download** - *your data as PDF, text, or CCD File*
- **Print**- *your data*
- **Share**- *your data with trusted team*

Appointments

Make, change, view past and future, and cancel military hospital or clinic appointments. Schedule email and/or text appointment reminders to include earlier appointment notifications. Act on behalf of yourself and your family members.

- **Schedule**- *yourself and children under 18 years of age an appointment*
- **Make**- *add an appointment*
- **Change** - *you can change the date/time of future appointments*
- **Cancel**- *a scheduled appointment*
- **Reminders**- *set up email or text message reminders for future appointments*
- **Alerts**- *set up alerts to help remind you of your appointment*
- **Review**- *future or past appointment dates*



Prescription Refill

Refill one or more prescriptions for military hospital or clinic pick-up. Check the status of your prescription. Link to TRICARE Mail Order Pharmacy (TMOP) to schedule home delivery. Act on behalf of yourself and your family members.

- **Refill** - one or more prescriptions for pick-up with the last four digits of your sponsor's SSN, the number part of the prescription number, and where you would like to pick-up your prescriptions
- **Status** - check the status of a prescription
- **Mail Order** - enter the TRICARE Mail Order Pharmacy (TMOP) webpage to have your prescription mailed to your home

PRESCRIPTION MAIL ORDER

Mail Order Pharmacy

With Mail Order Pharmacy (MOP), picking up your prescriptions is as easy as picking up your mail. You can receive up to a 90 day supply of your formulary generic medication for free to any address within the U.S.

MOP, more commonly known as Express Scripts provides you with the option of automatic refills, relieving you of the last minute phone calls or dashes to the pharmacy. It is the most convenient and cost saving way to refill your prescriptions!

Eligibility

MOP is available to all TRICARE-beneficiaries who are registered in DEERS and who are not covered by any other health insurance (OHI). Dependents and retirees may incur co-payments for brand name or non-formulary prescriptions. **Please speak with your provider to see if you are able to use this service.**



Visit <http://www.tricare.mil/homedelivery>

Signing Up

To sign up for the MOP you may visit their website or call them directly. To sign up by mail, you must complete the registration form that is located on their website.



Call 1-877-363-1303



Visit <http://www.express-scripts.com/TRICARE>



Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072-9954

PRESCRIPTION MAIL ORDER



TRICARE® Pharmacy Program

Thank You For Serving Our Great Nation

Home Your Benefits News Tools Safety & Savings Specialty Medication FAQs [+]
Feedback Text size: A A A

IMPORTANT NOTICE

Pharmacy Benefit Change
Effective October 1, 2015.
[Learn more](#)

SIGN IN NOW

User Name

Password
 SIGN IN

Remember username
[I forgot my user name](#)
[I forgot my password](#)

OR **DS Logon** [what's this?](#)

NOT REGISTERED?

Create your online account now to:

- Start Home Delivery
- Order refills
- Check order status
- Setup auto refills
- Get an EOB

Create Your Account

IMPORTANT NOTICES

[Notice for TRICARE Beneficiaries Living in Washington State](#) ▶
[New Express Scripts Privacy Policy and Terms of Use effective December 1, 2015 \(PDF file\)](#) ▶

Home Delivery at No Cost

Have your medications shipped to your home at no cost. It's safe, convenient and easy.

- ★ TRICARE Pharmacy Home Delivery
- ★ Enhanced Mail/MTF Pharmacy Initiative
- ★ Get Answers to Common Questions about TRICARE Pharmacy Home Delivery

Fraud, Waste and Abuse

Learn more about what we are doing to fight fraud, waste and abuse.

- ★ What is Fraud, Waste and Abuse?
- ★ Do Your Part: Report Fraud
- ★ Phantom Pharmacies, Real Fraud
- ★ We Protect Those Who Can't Protect Themselves
- ★ Video: The Rx Abuse Epidemic

Try ePrescribing

At your next visit, ask your doctor about electronic prescribing. It's convenient and reduces errors.

[Learn more](#)

“We are proud to provide world-class service and specialized pharmacy care to our men and women in uniform and military retirees, along with their dependents. With beneficiary interests in mind, we are committed to control costs, drive out pharmacy waste and improve health outcomes.”

Ordering Prescriptions

Prescriptions ordered through MOP may or may not be generic medications. By visiting the following website you can determine the potential cost of your prescription(s).

 Visit <http://www.tricare.mil/pharmacyformulary>

With few exceptions, TMOP will not fill over the counter (OTC) medications or compound medications. However, you are able to purchase OTC medications at your local pharmacy.



Prescription Delivery

- *Your prescriptions will be mailed to your DEERS address at no cost for standard shipping.*
- *Prescriptions should arrive within 14 days to your address.*
- *Please ensure your information in DEERS is up to date (see Health Benefits).*
- *If you desire a next day delivery it is available for an additional cost.*
- *For more information and assistance on the TRICARE Mail Order Pharmacy you may call their Customer Service Line or visit their website.*



Visit <http://www.express-scripts.com/TRICARE>

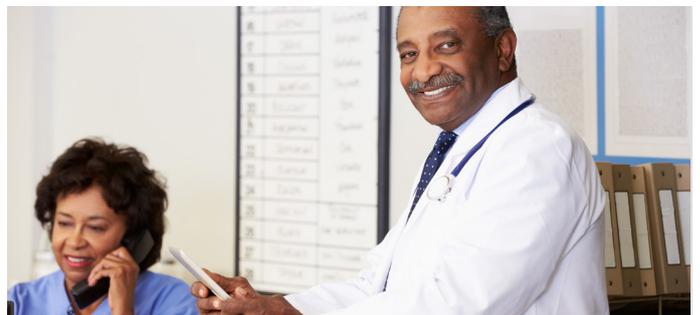


Call 1-877-363-1303



Scan this code using your smartphone to connect to the Express Scripts portal.

NURSE ADVICE LINE



Nurse Advice Line

The Nurse Advice Line (NAL) is a team of Registered Nurses (RN) available by telephone 24 hours a day and 7 days a week. You can call for advice on immediate healthcare needs and it is free.

When calling the NAL, the RN will ask you a series of questions regarding your specific concerns that will help you make an informed decision for your best options, whether it is self-care or if it is better for you to see your PCM

- *Help you find a doctor*
- *Schedule next-day appointment at your clinic*
- *Answer urgent care questions*
- *Give you health care advice*

All TRICARE beneficiaries in the continental United States, Alaska and Hawaii can get health advice by calling the NAL, toll-free and 24/7.

 Call 1-800-TRICARE (874-2273), Option 1

EMERGENCY CARE



Emergency Care

IF YOU BELIEVE YOU ARE SUFFERING FROM SOMETHING THAT THREATENS YOUR HEALTH, LIFE, OR LIMB, **CALL 911** OR **GO TO THE NEAREST EMERGENCY ROOM!**

Urgent Care

Urgent care is not the same as emergency care. Urgent care needs do not threaten your health, life, or limb. Visit your provider for all urgent care needs. If your provider is not available or if you are traveling, you **MUST** have a referral for urgent care.

If it is after hours or you are not sure if you need urgent care, call the NAL to talk to a registered nurse. These registered nurses are able to:

 Call 1-800-TRICARE (874-2273)

Follow Up

If you received emergency care, we contact you (the patient) via phone after you have been to the emergency room to schedule a follow up appointment. Please be sure to bring any paperwork that you received from the emergency room.

LOCATIONS

*= Dependents Only

NBHC, CHULA VISTA *

-  644 Naples Street,
Chula Vista, CA 91911
-  Clinic: Mon-Fri 0800-1600
Civilian Rx: Mon-Fri 0800-1500
-  Clinic: 1-619-744-5355
Laboratory: 1-619-744-5384
Pharmacy: 1-619-744-5388
-  Fax 1-877-363-1303

NBHC, EASTLAKE *

-  2300 Boswell Road, Ste. 190,
Chula Vista, CA 91914
-  Clinic: Mon-Fri 0800-1600
Civilian Rx: Mon-Fri 0800-1500
-  Clinic: 1-619-216-5500
Laboratory: 1-619-216-5540
Pharmacy: 1-619-216-5539
-  Fax 1-619-216-5509

NBHC, KEARNY MESA *

-  8808 Balboa Avenue,
San Diego, CA 92123
-  Clinic: Mon-Fri 0730-1600
Civilian Rx: Mon-Fri 0800-1500
-  Clinic: 1-619-645-0155
Laboratory: 1-619-645-0172
Pharmacy: 1-619-645-0168
-  Fax: 1-619-645-0198

NBHC, MCAS MIRAMAR

-  Bauer Road, Bldg. 2496,
San Diego, CA 92145
-  Clinic: Mon-Fri 0700-1600
Civilian Rx: Mon-Fri 0730-1500
-  Clinic: 1-858-577-9944
Laboratory: 1-858-577-9880
Pharmacy: 1-858-577-9960
-  Fax: 1-858-577-9965

NBHC, NAF EL CENTRO

-  8th Street, Bldg. 523,
El Centro, CA 92243
-  Clinic: Mon-Fri 0730-1600
Civilian Rx: Mon-Fri 0800-1500
-  Clinic: 1-760-339-2674
Laboratory: 1-760-339-2979
Pharmacy: 1-760-339-2631
-  Fax: 1-760-339-2661

NBHC, NAVAL BASE CORONADO

-  McCain Boulevard, Bldg. 601,
San Diego, CA 92135
-  Clinic: Mon-Fri 0730-1600
Civilian Rx: Mon-Fri 0800-1500
-  Clinic: 1-619-545-9473
Laboratory: 1-619-545-0445
Pharmacy: 1-619-545-4290
-  Fax: 1-619-545-0761

LOCATIONS

MILITARY HEALTH CENTER

 34800 Bob Wilson Drive, Bldg. 1,
San Diego, CA 92134

 Pharmacy: Mon-Fri 0800-2100
Sat-Sun 0800-1800

Civilian Rx: Mon-Fri 0800-2100
Sat-Sun 0800-1800

Laboratory: Mon-Fri 0600-1800
Sat 0600-1500
Sun 0700-1200

 Clinic: 1-760-339-2674

NBHC, RANCHO BERNARDO *

 11770 Bernardo Plaza Ct., Ste. 250,
San Diego, CA 92128

 Clinic: Mon-Fri 0715-1600
Civilian Rx: Mon-Fri 0730-1500

 Clinic: 1-858-673-2300
Laboratory: 1-858-673-2341
Pharmacy: 1-858-673-2342

 Fax: 1-858-577-2309

NBHC, NAVAL TRAINING CENTER

 2501 Cushing Road,
San Diego, CA 92106

 Clinic: Mon-Fri 0700-1600
Civilian Rx: Mon-Fri 0800-1600

 Clinic: 1-619-524-4947
Laboratory: 1-619-524-6088
Pharmacy: 1-619-524-0931

 Fax: 1-619-524-0086

NBHC, MARINE RECRUIT DEPOT

 35000 Guadalcanal Street, Bldg. 596,
San Diego, CA 92140

 Staff: Mon-Fri - 0700-1530
Acute: Mon-Fri 0630-1900
Sat/Holidays 0700-1530
Recruit: Mon-Fri 0600-1530
Sat/Holidays 0700-1530

 Clinic: 1-619-524-4045
Laboratory: 1-619-524-8373
Pharmacy: 1-619-524-5034

 Fax: 1-619-524-0852

NAVAL BASE SD NAVSTA (Pharm only)

 2260 Callagan Highway, Bldg. 3187A,
San Diego, CA 92106

 Pharmacy: Mon-Fri 0800-1630
Sat 0830-1630
Civilian Rx: Mon-Fri 0800-1530
Sat 0830-1530

 Pharmacy: 1-619-556-9371

NBHC, NAVAL BASE SD

 2450 Craven Street, Bldg. 3300,
San Diego, CA 92104

 Clinic: Mon-Fri 0700-1600
Civilian Rx: Mon-Fri 0800-1530

 Clinic: 1-619-556-8084
Laboratory: 1-619-556-8088
Pharmacy: 1-619-556-8087

 Fax: 1-619-556-9419

