



# U.S. Naval Hospital Guam



## Patient Information Guide: Navigating Guam's Health Care System



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# Patient Information Guide

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# Patient Information Guide

## **Introduction:**

Hafa Adai and welcome to the beautiful Island of Guam, where America's day begins. Whether it's your first time to be enrolled with NH Guam or you are one of the numerous enrollees that are already familiar with us, there is some important information in this guide that we hope you will find useful.

The current Naval Hospital is a modern healthcare facility that was opened in 2014, but Navy Medicine has been on Guam since 1899 and Naval Hospital Guam along with our civilian network has had a significant role in providing care to our service members and their families for almost 120 years.

Even though the Naval Hospital is new and fully staffed, we do not have every specialty that may be required to care for our patients so we have established a civilian healthcare network locally to provide that care if available. For certain healthcare needs we may need to fly the patient to one of our Military Treatment Facilities (MTFs) in Okinawa, Hawaii, or California. This guide will assist you in receiving the safe high quality care you deserve whether it is at NH Guam, locally in the civilian network, or if you need to be seen at another MTF off Island.



We believe you will find that Guam is very different than other overseas duty stations in that the local civilian medical network is very similar to medical practices in the United States that you are accustomed to. The providers, nurses, and technicians all speak English, medical records are documented in English, and they use U.S. standard medical billing processes.

## **Our Mission:**

Readiness through Quality Care!

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## Clinical Services Available at NH Guam:

Audiology	Internal Medicine*	Optometry
Dermatology	Mental Health	Orthopedics/Podiatry
Family Medicine*	OB/Gyn	Occupational Therapy
Emergency Room	Oral Maxillofacial Surgery	Pediatrics*
ENT	Occupational Health	Physical Therapy
General Surgery	Ophthalmology	Urology

\* Medical Home Port clinics where enrollees choose a Primary Care Manager

## Hours of Operation:

Emergency Room and Inpatient Services: Open 24 hours daily

Outpatient Clinics and Support Services: Monday – Friday 0730 to 1600

Weekend Medical Home Port Clinic: Saturday & Sunday 1000 to 1500

(Enrollees Only)

## Enrolled TRICARE Patients:

Enrolled patients have priority for access to primary care clinics and enjoy expanded hours for scheduling same day appointments in primary care and the availability to be seen on the weekends in the Medical Home Port clinic.

All Active Duty service members are automatically enrolled in TRICARE Prime and are assigned or choose a primary care manager (PCM) either at NH Guam, Branch Medical Clinic, or for Active Duty assigned to operational units the medical provider for that unit.

Active Duty Family Members who are command sponsored are enrolled in TRICARE Prime and may choose a PCM at either NH Guam or the Branch Medical Clinic.

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Active Duty Family members who are not command sponsored may enroll in TRICARE Plus, at no cost, on a case by case basis so they may choose a PCM at NH Guam or the Branch Medical Clinic.

Retirees and their family members may enroll in TRICARE Plus, at no cost, so they may choose a PCM at NH Guam or Branch Medical Clinic.

Dependent parents may be eligible to enroll in TRICARE Plus, at no cost, on a case by case basis so they may choose a PCM at NH Guam or Branch Medical Clinic.

## **Non-Enrolled TRICARE Patients:**

Non-enrolled patients are still able to be seen in primary care clinics but calling to schedule same day appointments will begin at 1000 on week days vice 0730 for enrolled patients. Additionally, you will not be assigned a PCM.

## **Accessing Care:**

Scheduling appointments in primary care clinics can be done via phone by calling 344-9202 M-F starting at 0730 for enrolled patients and 1000 for non-enrolled patients for same day appointments. Enrolled patients may also use secure messaging to request an appointment at a future date and time or use the TRICARE online portal at <http://www.tricareonline.com/>

Initial specialty care appointments require a referral from your primary care provider. Follow-up appointments will be scheduled by clinic staff.

## **Emergency and After Hours Care:**

The emergency room at NH Guam is open 24 hours a day, seven days per week to treat your emergent or urgent care needs. If you require an ambulance please call 911 and provide them your location.

## **Referrals for Specialty Care (MTF):**

If you require specialty care available at NH Guam your primary care provider will place a referral for you to be seen. In many cases your primary care team will schedule your initial specialty care appointment prior to your departure from the

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primary care appointment. If scheduling of the specialty care appointment is not possible then a referral specialist will contact you by phone within 3 business days to schedule the appointment. Please ensure your phone number and address are updated in DEERS.

## **Referrals for Specialty Care (Network):**

If you require specialty care that is not available at NH Guam your primary care provider will place a referral for you to be seen by a specialist in the network. The referrals for specialty care in the network require authorization from the TRICARE contractor, this may take up to 5 business days to occur. If you are not contacted by phone within 5 business days please contact 344-9044 to inquire on the status.

## **Specialty Care Unavailable on Guam:**

If you require outpatient or inpatient specialty care that is not available at NH Guam or our civilian network on Guam your provider will discuss your options with you which may include receiving your care at one of our Military Treatment Facilities (MTFs) in Okinawa, Hawaii, or California or a civilian healthcare facility in the TRICARE network in the United States. Our providers, case managers, and patient administration staff are very familiar with these cases and will assist you every step of the way.

## **Durable Medical Equipment/Supplies:**

If you are prescribed any form of durable medical equipment or supplies (CPAP machine/supplies, TENS unit/supplies, etc.) a referral will be placed for durable medical equipment by your provider and these devices and supplies will be provided by one of several medical equipment suppliers in the community.

## **Inpatient Care in the Network on Guam:**

If you require inpatient care that is not available at NH Guam your provider will discuss your options with you which may include receiving the care at one of our two network civilian hospitals on Guam. As noted in the introduction, the staff all speak English, medical records and documentation is all in English, and they use standard U.S. medical billing practices. Both of the facilities are TRICARE network

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facilities so no upfront payments are required, but non-Prime patients will still be required to pay any annual deductibles and co-pays.

## **Obstetric care on Guam:**

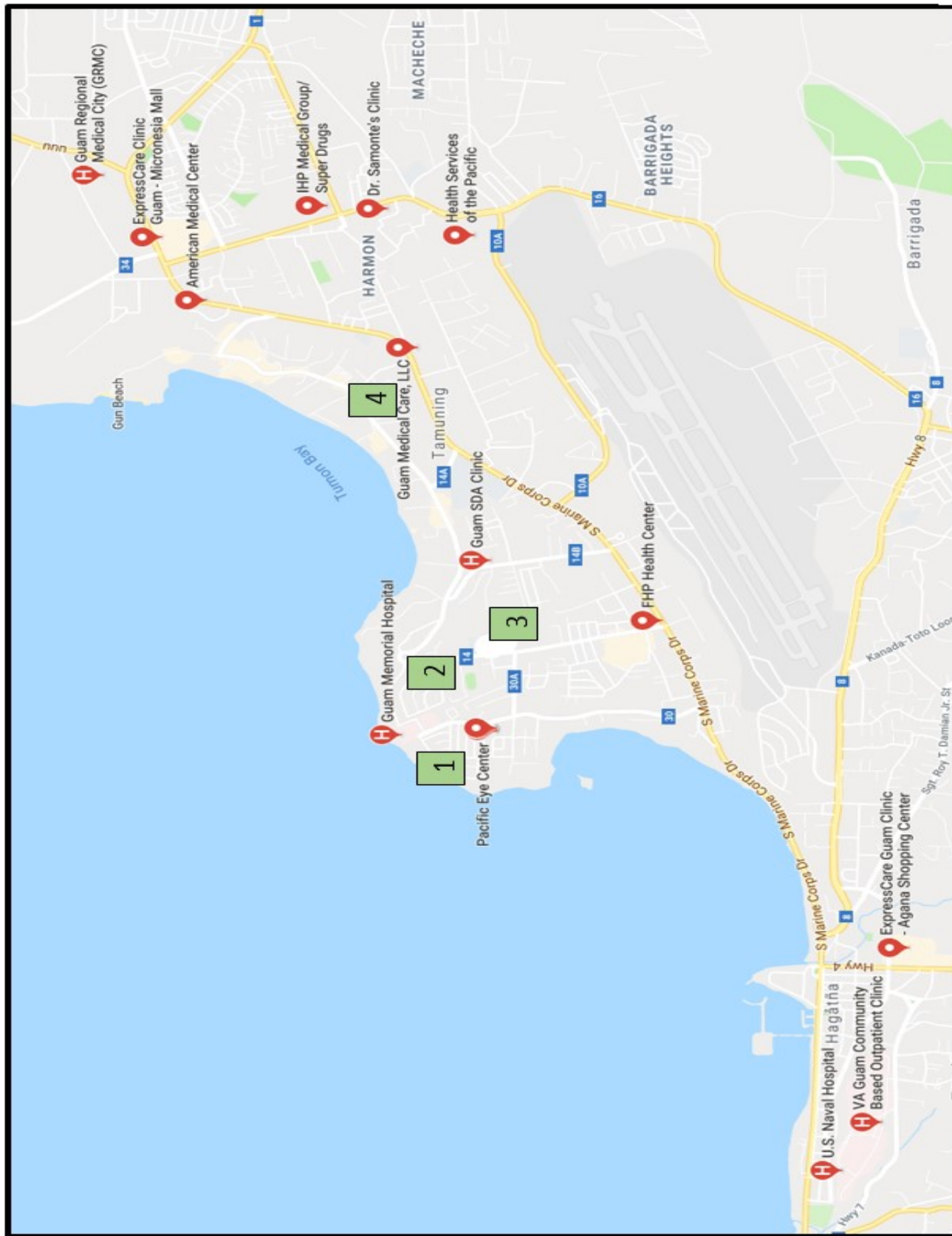
The obstetric care provided at NH Guam is held to the same standard as the care provided anywhere in the United States. There are however some significant limitations to the capabilities available on the island. The largest limitation is the lack of a Maternal Fetal Medicine provider and limited Neonatal Intensive Care capabilities on the island of Guam. Due to these limitations, there is a possibility that women experiencing a complicated pregnancy may be recommended to transfer off the island for the remainder of their pregnancy, with plans to deliver at a facility that has these resources available.

Additionally, living on an island that is frequently in the path of typhoons requires precautions to be taken for women who are past their 37th week of pregnancy. If a typhoon is predicted to hit Guam, women in their 37th week or beyond are advised to ride out the storm at the hospital, just in case they should go into labor during dangerous weather conditions.

## **Civilian Network Facilities on Guam:**

The following map shows the location of our most common referrals. Please stop by the TRICARE office for directions to locations not shown.

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- |                           |                             |                                   |
|---------------------------|-----------------------------|-----------------------------------|
| 1 – Guam Radiology Center | 1 – Pacific Medical Group   | 1 – Guam Cancer Center            |
| 2 – MDX Radiology         | 2 – Dr. Shieh OB/Gyn Clinic | 3 – Sagua Mannagu Birthing Center |
| 4 – Guam Sleep Center     |                             |                                   |

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## Patient Rights and Responsibilities:

NH Guam is deeply committed to providing equitable, compassionate, and high quality care to all our patients regardless of ethnicity, color, physical or mental disabilities, sexual orientation, religion, or age.

### **Patient Rights**

1. Medical Care - Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including timely access to specialty care and to pain assessment and management.

2. Respectful Treatment - Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.

3. Privacy and Security

(a) Patients have rights, defined by Federal law, DOD 5400.11-R (Reference (m)), Public Law 104-191 (Reference (n)), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other PII, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.

(b) Limits of confidentiality. Patients have the right to be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency or service, without requiring the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others.

4. Provider Information - Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The MTF will inform the patient of the names, and as

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requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.

5. Explanation of Care - Patients have the right to an explanation concerning their diagnosis, treatment options, procedures, and prognosis in terms that are easily understood by the patient or responsible caregiver. The specific needs of vulnerable populations in the development of the patient's treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision-making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.

6. Informed Consent - Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available. Patients will be informed that information on TRICARE covered services, including clinical trials, is available on the TRICARE.mil website at: [www.tricare.mil](http://www.tricare.mil).

7. Filing Grievances - Patients have the right to make recommendations, ask questions, or file complaints to the MTF/DTF Patient Relations Representative or to the Patient Relations Office. If concerns are not adequately resolved, patients have the right to contact The Joint Commission at 1-800-994-6610, or by submitting a concern or complaint online at [https://www.jointcommission.org/report\\_a\\_complaint.aspx](https://www.jointcommission.org/report_a_complaint.aspx).

8. Research Projects - Patients have the right to know if the MTF/DTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects and withdraw consent for participation at any time.

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9. Safe Environment - Patients have the right to care and treatment in a safe environment.
10. MTF/DTF Rules and Regulations - Patients have the right to be informed of the MTF/DTF rules and regulations that relate to patient or visitor conduct.
11. Transfer and Continuity of Care - When medically permissible, a patient may be transferred to another MTF or private sector facility/provider only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.
12. Charges for Care - Patients have the right to understand the charges for their care and their obligation for payment.
13. Advance Directive - Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves.

## **Patient Responsibilities**

1. Providing Information - Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for advising their healthcare provider of whether they understand the diagnosis, treatment plan, and prognosis.
2. Respect and Consideration - Patients are responsible for being considerate of the rights of other patients and MTF/DTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF/DTF.
3. Adherence with Medical Care - Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF/DTF when appointments cannot be kept.

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4. Medical Records - Patients are responsible for returning medical records promptly to the MTF/DTF for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF/DTF are the property of the U.S. Federal Government.
5. MTF/DTF Rules and Regulations - Patients are responsible for following MTF/DTF rules and regulations affecting patient care and conduct.
6. Refusal of Treatment - Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.
7. Healthcare Charges - Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

## **No Show/Late for Appointment Policy:**

Patients who do not notify the clinic that an appointment cannot be kept or is no longer required prior to the appointment cost the MTF over \$100,000 annually and deprives other patients of access to care they may need. NH Guam kindly asks that patients adhere to the “Patient’s Responsibilities” item #3 above to contact the clinic if the appointment cannot be kept or is no longer required so we can open that appointment for other patients.

All primary and specialty care clinics at NH Guam and its associated Branch clinics follow this same policy. This does not apply to scheduled procedures or same day surgeries. NH Guam encourages all patients to plan on arriving 5-10 minutes early for scheduled appointments but we do understand that sometimes events happen beyond the patient’s control.

## **Patients Arriving Late**

Patients arriving less than 10 minutes late will be seen in their regular scheduled appointment but may be delayed by a few minutes.

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Patients arriving 10 minutes late or greater will be offered to be worked in with the same or different provider that day. Patients may also chooses to reschedule the appointment vice waiting to be worked in.

## **Patients Not Arriving by Clinic Closing**

Patients who do not arrive at the clinic for a scheduled appointment by the end of the clinic day will be considered a No Show.

### **Help Us Improve – TRICARE Surveys & ICE:**

Randomly, patients may be selected to receive a patient satisfaction survey in the mail 2-4 weeks after an appointment or admission. These surveys allow us to understand how we can continue to improve. We ask that you complete these surveys and place them in the postage paid envelope provided to be returned via mail.

The Interactive Customer Evaluation or ICE system is a web based tool that collects customer feedback on clinical and administrative services provided at NH Guam. This can be done anonymously if desired or you may leave contact information if you would like feedback. Go to <https://ice.disa.mil/index.cfm> and type U.S. Naval Hospital Guam in the service provider search box when prompted.

Similarly if there are concerns or you would like to provide feedback about medical care provided outside of NH Guam, feel free to contact the local Tricare contractor, International SOS. Their quality assurance office can be reached at :

[topglobalqualityassu@internationalsos.com](mailto:topglobalqualityassu@internationalsos.com)

or by visiting:

<http://www.tricare-overseas.com/beneficiaries/resources/compliments-grievances-and-appeals>

### **Nurse Advice Line:**

Contact the MHS Nurse Advice Line 24/7 to: Ask urgent care questions, get health care advice, schedule appointments, get an online “sick slip” for you or your child, find a doctor, or access a secure summary of your care.

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The Nurse Advice Line or NAL offers professional health advice from a team of Registered Nurses (RNs). The RNs help callers make informed decisions about when and where to seek health care or whether your medical problem can be safely treated with self-care at home.

The NAL is available to all TRICARE beneficiaries including beneficiaries over age 65. Call toll-free at 1-800-TRICARE (1-800-874-2273) and select Option 1, 24 hours a day, 7 days a week.

A NAL customer service representative will confirm your eligibility and then transfer you to a RN. The RN will ask you a series of questions to assess your medical problem and recommend the best care for you. If the RN determines you need an appointment within 24-hours and you are enrolled to a military hospital, the NAL will try to schedule you an appointment at your military hospital. If military hospital care is not available, the NAL will help callers find network urgent care.

## **Important Phone Numbers:**

Appointment Line (Primary Care).....	344-9202
APU/Same Day Surgery .....	344-9601
Case Management .....	344-9451/9550/9727
Chaplain .....	344-9127
Chief of the Day .....	344-9340/9352
Command Suite CO/XO/CMC .....	344-9234/9235
Customer Relations .....	344-9719
Dental (NH Guam) .....	344-9269/0493
Dental (Branch Clinic) .....	339-5146
Dermatology .....	344-9422
Emergency Room .....	344-9232

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ENT Clinic .....	344-9793
Family Medicine A Team (NH Guam) .....	344-9202
Family Medicine B Team (NH Guam) .....	344-9202
Family Medicine Branch Clinic .....	344-9202
General Surgery Clinic .....	344-9220
Health Promotions .....	344-9124
Immunizations Clinic .....	344-9453
Intensive Care Unit .....	344-9204
Internal Medicine .....	344-9202
Laboratory .....	344-9751/9752
Med Evac Office .....	344-9368
Mental Health Clinic .....	344-9401
Mother Baby Unit .....	344-9375
Multi-Service Unit .....	344-9403
OB/Gyn Clinic .....	344-9775
Occupational Health Clinic .....	344-9054
Optometry/Ophthalmology Clinic .....	344-9212
Oral Surgery Clinic .....	344-9794
Orthopedic/Podiatry Clinic .....	344-9315
Outpatient Records .....	344-9264
Overseas Screening .....	344-9564
Public Affairs Officer .....	344-8237
Patient Administration .....	344-9356/9286

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Pediatric Clinic .....	344-9202
Pharmacy .....	344-9265
Physical Therapy .....	344-9272
Radiology .....	344-9274/9278
Referral Management Center .....	344-9044/9032/9273
Pulmonary Clinic .....	344-9388
TRICARE Service Center .....	344-9425/9777
Urology Clinic .....	344-9762