



# PUGET SOUND

## MILITARY HEALTH SYSTEM



# PATIENT GUIDEBOOK

My Guide to  
**Better  
Health**

Presented by the Defense Health Agency



# Dedicated to your HEALTH JOURNEY.



Scan QR code for online guidebook or visit:  
<https://www.dha.mil/PugetSoundPatientGuidebook>

# WELCOME

## WE ARE HERE TO TAKE CARE OF YOU

The Defense Health Agency (DHA) is proud to serve you as one of our valued TRICARE-eligible beneficiaries, which include active-duty service members, retirees, and their families across the Puget Sound area. Your health care team includes more than 4,000 care team members across four medical and nine dental facilities, including Madigan Army Medical Center (MAMC), Naval Health Clinic Oak Harbor (NHCOH), Naval Hospital Bremerton (NHB) and McChord Clinic.

As a TRICARE beneficiary, we want you to know that we are committed to providing you high-quality, high-value health care that is responsive and respectful of your needs and choices. Whether you need to schedule an appointment, receive a post-procedure follow-up, or provide feedback, our skilled professionals are here to assist you every step of the way.

We understand that maintaining your health can be challenging. That's why our integrated health care delivery system is designed to make it easier for you to access the care you need.

We offer a wide range of health care services, which you'll see detailed throughout this guide. Our skilled professionals are dedicated to working with you to ensure you receive the care that meets your unique medical needs and health goals.

In this guide, we will provide you with the information you need to confidently navigate your health care system. From refilling a medication to receiving emergency care, our knowledgeable and caring professionals look forward to serving you.

So, whether you are new to military medicine or have been with us for years, we encourage you to take advantage of all the resources available to you. We welcome your feedback any time to understand better and respond to your needs. We look forward to serving you and providing the best possible health care!



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# ACRONYMS

**DEERS**—Defense Enrollment Eligibility Reporting System

**DHA**—Defense Health Agency

**DHN-IP**—Defense Health Network - Indo-Pacific

**DOW**—Department of War

**DTF**—Dental Treatment Facility

**EHR**—Electronic Health Record

**ICE**—Interactive Customer Evaluation

**JOES**—Joint Outpatient Experience Survey

**MHS**—Military Health System

**MTF**—Military Treatment Facility

**PCMH**—Primary Care Medical Home

**TRISS**—TRICARE Inpatient Satisfaction Surveys

**VIPRR**—Virtually Integrated Patient Readiness & Remote Care

# Puget Sound Military Treatment Facilities (MTF)

## Madigan Army Medical Center

[Madigan Army Medical Center](#)  
 9040A Jackson Ave, Joint Base  
 Lewis-McChord WA 98431  
 253-968-1110  
 Central Appointments Line:  
 800-404-4506

## McChord Clinic

[McChord Clinic](#)  
 690 Barnes Blvd.  
 Joint Base Lewis-McChord, WA  
 98438 Central Appointments  
 Line:  
 800-404-4506

## Puyallup Medical Home

[Puyallup Medical Home](#)  
 10507 156th St. E.  
 Suite 112 Puyallup, WA 98374  
 Front Desk:  
 253-477-5053

## South Sound Medical Home

[South Sound Medical Home](#)  
 500 Lilly Road NE  
 Suite 120  
 Olympia, WA 98506  
 Front Desk: 253-477-5149

## Naval Health Clinic Oak Harbor

[Naval Health Clinic Oak Harbor](#)  
 3475 N Saratoga St, Bldg 933  
 Oak Harbor, WA 98277  
 360-257-9500  
 Central Appointments Line:  
 800-404-4506

## Naval Hospital Bremerton

[Naval Hospital Bremerton](#)  
 1 Boone Road  
 Bremerton, WA 98312 USA  
 Central Appointments Line:  
 800-404-4506  
 Quarterdeck:  
 360-475-4000.





# WE ARE HERE TO CARE FOR YOU!

## KEEPING YOUR DEERS UP TO DATE

Your DEERS account is where you need to update all of your personal information to ensure your TRICARE eligibility stays up to date for you and your family! Keep your information updated as your life changes to maintain your TRICARE benefits. Your address and contact information in DEERS is what goes into your electronic health record. Please ensure your address and phone number are correct in DEERS so we can contact you.

## DELIVERING CARE ANYWHERE

TRICARE benefits are the same regardless of where you live, but there are two U.S. regional contractors. TriWest Healthcare Alliance administers the benefit in the West Region, and Humana Military administers the benefit in the East Region. [Explore health plan options online today](#) to decide which is right for you.

## NAVIGATING YOUR HEALTHCARE JOURNEY

As you navigate your journey through the military health system as a TRICARE-eligible beneficiary, a great first step is to enroll to a Primary Care Medical Home (PCMH) before making your first medical appointment. Call TriWest to enroll with one of our facilities conveniently located across the Puget Sound area.

**CALL TRIWEST AT 1-888-TRIWEST (874-9378) to enroll  
with one of our facilities**

## LOCATING A FACILITY

MTFs located in the TRICARE West Region are managed by TriWest. Not sure what location to visit? For further assistance, use the [Military Treatment Facility \(MTF\) Locator Tool](#).

MTFs in the Puget Sound area are available to you. (AD personnel should check with their unit medical personnel for authorized enrollment locations).

For additional TRICARE assistance, contact your [Beneficiary Counseling and Assistance Coordinators \(BCACs\)](#) at a local military hospital or clinic.

### Creating a DS Logon



### MTF Locator



### Nurse Advice Line



[Call 1-800-TRICARE](#)  
(874-2273)



# TRICARE LOGINS: KNOW HOW TO ACCESS PORTALS AND MANAGE YOUR BENEFITS

Whether you need to make an appointment, check a claim, or download forms, knowing where to log in can make using your TRICARE benefits easier. Today's MHS relies on [multiple online platforms](#), each with a specific purpose. Understanding them, and how they're evolving, can help you make the most of your health coverage.



## DEERS AND MILCONNECT/BENEFICIARY WEB ENROLLMENT

DEERS is the foundation of TRICARE eligibility. The [milConnect website](#) lets you update contact information, check your enrollment status, and access Beneficiary Web Enrollment tools. You can use this platform to enroll in or change TRICARE plans during open season or when you have a qualifying life event, and to update contact information.



## MHS GENESIS PATIENT PORTAL

If you get care at a military hospital or clinic, the [MHS GENESIS Patient Portal](#) is your main access point. You can view laboratory results, request prescription refills, make appointments, send secure messages, and view health records and appointment notes.



## REGIONAL CONTRACTOR PORTALS

Health care outside of military hospitals is administered by TRICARE contractors. Each has its own portal, and you can use them to view claims, check referrals, and find network providers:

- TRICARE West Region: [TriWest Healthcare Alliance](#)
- TRICARE East Region: [Humana Military](#)
- TRICARE Overseas: [International SOS](#)
- TRICARE For Life (in all regions): [WPS Military and Veterans Health](#)



EXPRESS SCRIPTS

## PHARMACY ACCESS

[Express Scripts](#) is the [TRICARE Pharmacy Program contractor](#). Through their portal, you can switch eligible medications to [TRICARE Pharmacy Home Delivery](#), request new prescriptions, refill prescriptions, track your order status, and pay your bill.



## DENTAL PORTAL

Are you enrolled in the [TRICARE Dental Program](#)? If so, [United Concordia](#) is your TRICARE dental contractor. Your [United Concordia TDP MyAccount](#) lets you view plan coverage details, check claims history, view your [dental explanation of benefits](#), and pay your bills.

# EFFORTLESS PRIMARY CARE APPOINTMENTS

Once enrolled in your PCMH, our providers will work with you in a team-based approach where they partner with you to focus on better health through preventative care, acute care, and chronic care management.

## EASY SCHEDULING

To book your primary care checkups, sick visits or immunization appointments, call 800-404-4506 to find a time that works for you and your PCMH. For specialty appointments, you may need a referral. To learn more about specialty care, go to page 24 of this guide.



## SELF-BOOKING VIA PATIENT PORTAL 24/7

If you would prefer to book your primary care appointment online, the MHS GENESIS Patient Portal is your one-stop shop for booking appointments online. To learn more about MHS GENESIS, please scan or click on the QR code below to access your portal.



MHS GENESIS  
Patient Portal



TRICARE Dental Program

United Concordia™



Nurse Advice Line



Call [1-800-TRICARE](tel:1-800-TRICARE)  
(874-2273)



# MHS GENESIS PATIENT PORTAL

Once you're registered for the MHS GENESIS Patient Portal, you will have 24/7 access to view health records, schedule appointments with your PCM, complete pre-visit questionnaires, see your lab and radiology results, communicate with your MTF primary and specialty providers, order prescription refills, and access a health information library.

The ***MHS GENESIS Patient Portal*** connects you to your health information and your health care team. Access the link or scan the QR code to register/logon to the patient portal.



## COMMUNICATING WITH YOUR PROVIDER

You can confidentially communicate with your MTF care team via the MHS GENESIS Patient Portal about any non-urgent health care needs. It's as easy as e-mail but incorporates stronger security to ensure your privacy. Even if your primary care provider is away, your messages can go to their team.

You can book non-urgent appointments with your primary care provider using the patient portal. Sub-specialty appointments such as cardiology, gynecology, and neurology are only booked through the sub-specialty clinic.

## PATIENT PORTAL ACCESS

You can control access to your health care information, and you may choose to allow other individuals access to your patient portal. This access maybe granted or removed by each patient, on the DS Logon page, by selecting "Change Relationships."

You can also grant and remove an individual's access to your medical information through DEERS/DMDC. If you're younger than 18, you will have different portal access and requirements. See below for a breakdown.

- **Ages 18+:** If eligible, may create their own DS Logon account to the patient portal to access their health care information.
- **Ages 0-12:** Only sponsors, parents, or guardians (Proxies) are granted access to a child's records.
- **Ages 13-17:** Only sponsors, parents, or guardians are granted access to a limited set of the teenager's records such as appointments, secure messages, immunizations, and allergy information. Sensitive clinical information is restricted from view in accordance with state laws and the Health Insurance Portability and Accountability Act (HIPAA).
- **Beneficiaries with special health care needs:** Proxies may be granted access in accordance with DoW guidelines.

How to Make an Appointment



Printing Vaccination Records



Finding Your Healthcare Provider



How to Cancel an Appointment



# EMERGENT AND URGENT CARE SERVICES



# EMERGENCY AND URGENT CARE SERVICES

Madigan Army Medical Center's Emergency Department provides emergency care for all military health care beneficiaries. If you have an emergency, please call 911, or go to the **nearest** emergency room.

As a military health beneficiary, you do not need a referral before going to an emergency department. However, with all medical emergencies, you should notify your primary care provider and TRICARE within 24 hours to coordinate ongoing care.

## DID YOU KNOW?

All beneficiaries over 65 are eligible to use Madigan's ER. This includes any follow-on hospital admission (as needed).

When an ambulance is called, patients are taken to the closest emergency department for immediate care. If you are admitted to a civilian emergency room, you are allowed to request a transfer to a military hospital. For those who are active-duty service members, you will automatically be transferred to Madigan once stable.

Madigan is the only military hospital in Washington State with an emergency department that is also a Level II trauma center.

## Forensic Medical Program

If you or a family member have experienced Interpersonal Violence (IPV) such as sexual assault, domestic violence, intimate partner violence, strangulation, and/or child abuse, Madigan Army Medical Center (MAMC) has a Forensic Medical Program (FMP) that provides 24/7 comprehensive, compassionate, patient centered, trauma informed healthcare. The FMP can provide guidance on filing a Restricted or Unrestricted Report:

1. A medical only physical examination or, if elected, a medical physical examination with a SAFE kit.
2. Provide treatment for sexually transmitted infections/pregnancy prevention.
3. Collect toxicology in cases where there may be memory loss or concern that there may have been unwanted drugs used to facilitate a sexual assault.
4. Photographic documentation of injuries.
5. Assess for injuries (even if injuries are not readily visible) related to strangulation/suffocation, which can be lethal and have long term medical implications.
6. Provide immediate, supportive, or follow-up medical/mental health referrals.

Contact MAMC Forensic Program Manager (during working hours) at **253-968-0392** or the ER at **253-968-1390** (24/7) for immediate care or information.



## **988 Suicide & Crisis Lifeline**

*If you or someone you know is struggling or in crisis, call or text 988 now.*



## **CALL 911**

*If you have a life-threatening medical emergency.*

# CARE WHEN YOU NEED IT

## URGENT CARE SERVICES

[Urgent Care](#) Services are located at Naval Hospital Bremerton located in Bremerton, WA. This clinic provides evaluation and treatment of minor illnesses or injuries. They help provide care when your PCMH clinic is closed or when you are acutely ill.

### URGENT CARE

- Naval Hospital Bremerton, located at:  
1 Boone Road Bremerton, WA 98312
- Hours of Operation 8 a.m. to 4 p.m. (7 days a week \*CLOSED Thanksgiving & Christmas)



Not sure where you should be seen? We encourage you to contact the MHS Nurse Advice Line to determine the appropriate level of care (e.g. home care, PCMH, urgent care, or emergency room).

Prior to seeking urgent care at non-military urgent care centers, active-duty service members must receive prior authorization, or be responsible for any costs incurred. To receive authorization, please contact the MHS Nurse Advice Line.

Family members and retirees can visit any urgent or emergency care facility at any time without a referral. If you are enrolled in a TRICARE Prime plan and seek urgent care from a non-network provider outside of a TRICARE-authorized urgent care center, point-of-services costs will apply.

If you are having a life-threatening emergency, please head to the nearest emergency room or dial 911.

## MHS NURSE ADVICE LINE

TRICARE beneficiaries can connect with a registered nurse 24/7 through the NAL via phone, chat, or video. The NAL nurses help determine the appropriate level of care for urgent health issues, offering guidance on when and where to seek treatment, as well as providing instructions for self-care. Call 1-800-TRICARE (874-2273) and choose option 1.



# MENTAL HEALTH 101

Your mental health and well-being are critical to your overall health. Mindfulness, resilience skills, spiritual fitness, nutrition, and sleep are all critical components to your mental health. Across the DoW, your leaders, social and family support programs, chaplains, non-medical counseling services (like Military One Source), and wellness centers exist to help guide you and your family through any difficult time.

Contact your provider if you or a loved one are experiencing:

- Mood swings (intense anger, irritability, sadness that won't go away)
- Anxiety /worry
- Persistent insomnia
- Thoughts of suicide or self-injury
- Addiction to substances
- Problems fulfilling obligations at home or work

Your MTF provides a streamlined process for accessing non-emergency mental healthcare. To start, find the Mental Health Department's contact information on your MTF's website. Your team will assess your needs and connect you with appropriate resources, including specialty appointments. If an appointment isn't available within 28 days at your MTF, they'll coordinate a referral to another MTF or a TRICARE-authorized provider. Both your MTF & TRICARE offer convenient telehealth services for flexible, private care.

You can access telemedicine options through either your MTF or TRICARE for a flexible, convenient way to access care. You can connect with providers from the comfort and privacy of your own home, or even while you are traveling. For added detail on available care options, see next page for MTF Mental Health Services.

In the event of a mental health emergency or crisis, MAMC's Emergency Department is here to provide immediate care. If you are in a crisis, please seek care without delay at the nearest Emergency Department, either civilian or MTF.

## Learn More About Telemedicine Options

Do you want a more convenient way to get the care you need? With [telemedicine visits](#) you can get health care through secure video, phone, or online appointments.

You can get secure video conferencing and audio-only telemedicine visits through your TRICARE plan. You can choose from a variety of appointment options.

### *Find a Telemedicine Provider*

You should check to see if your local provider offers telemedicine. You can also visit the TRICARE West Telemedicine Network Partners page to learn about more options.

*Note: A referral to the TRICARE network of civilian providers must be approved through your military hospital and processed by TriWest. This process takes at least two business days. If you are an active-duty service member you will need a referral for all telemedicine visits. If you have questions regarding your TRICARE Network referral, contact TriWest at <https://tricare.triwest.com> or call 888-874-9378.*



## **988 Suicide & Crisis Lifeline**

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## **CALL 911**

*If you have a life-threatening medical emergency.*

# PUGET SOUND MTF MENTAL HEALTH SERVICES



The **Naval Hospital Bremerton** Mental Health Directorate provides a wide array of outpatient mental health services to include individual psychotherapy, operational and readiness-related psychological evaluations, and Personnel Reliability Program personnel evaluations to Sailors, Marines and Coast Guard for all commands in the Pacific Northwest. The Substance Abuse Rehabilitation Program and Tobacco Cessation program engages in clinical logistics support.

Mental Health Clinic walk-in hours on Thursdays, from 8 to 9:30 a.m., provide the opportunity for someone to ask questions, request consultation, establish a connection to care, seek support and get resources for mental health care needs. NHB's Mental Health Clinic can be reached at **360-475-4219**.

The **Madigan Army Medical Center** Mental Health Service Line offers comprehensive mental health services to all service members and their families. These services can be engaged through your primary care manager or, for service members, through your unit's Embedded Mental Health Clinic. Madigan's Mental Health team can be reached at **253-968-6484** Monday-Friday 7:30 a.m. to 4:30 p.m.



**Mental Health in Primary Care:** Primary Care Behavioral Health Consultants are located at Patient Centered Medical Homes, Soldier Centered Medical Homes and Community Based Medical Homes (like **McChord Clinic**) serving Active Duty, Retirees and Families to provide brief assessment and mental health services in collaboration with the patient's primary health care manager.



**Naval Health Clinic Oak Harbor** offers a broad range of counseling and psychiatric services for service members. Referrals are not required and service members may walk-in or call to schedule an appointment. To contact the front desk, call **360-257-9484 or 360-257-9485**, Monday-Friday, 7:30 a.m. to 4:30 p.m.



## **988 Suicide & Crisis Lifeline**

*If you or someone you know is struggling or in crisis, call or text 988 now.*



## **CALL 911**

*If you have a life-threatening medical emergency.*

# COUNSELING OPPORTUNITIES

If you are suffering from less complex mental health conditions, you have the option to seek non-medical counseling for confidential help. Non-medical counseling (also known as therapy) is an effective approach to relieve stress from relationship, family, money, and other life changes.

-  • **Fleet and Family Support Center**: This program offers individual, marriage and family counseling, class reservations, individual resume assistance, financial counseling, relocation assistance or deployment/mobilization support anywhere in the Pacific Northwest. To schedule an appointment, call 866-854-0638.
-  • **Military and Family Life Counseling (MFLC)**: Provides free, confidential non-medical counseling to service members, their families and survivors on or near installations.
-  • **Military OneSource**: Provides confidential non-medical counseling to service members and their loved ones with resources and support to address a variety of issues and build important skills to tackle life's challenges. You can visit online, live chat, or call 800-342-9647 24/7/365.
-  • **Military/Veterans Crisis Line**: All service members, including members of the National Guard, Reservists, Veterans, and their loved ones can call, text, or chat. You do not have to be enrolled in VA benefits or a health care plan to connect. Call 988, Opt. 1, or text 838255.
-  • **DOD Safe Helpline**: Provides confidential and anonymous crisis support specially designed for members of the military community affected by sexual assault. Call 877-995-5247; [chat online](#) or join the [anonymous support group](#).
-  • **Alcohol and Drug Abuse Prevention and Treatment (ADAPT)**: Available at McChord Clinic for active duty, Guard and Reserve members on active orders. Phone: 253-982-2222.

## MENTAL HEALTH APPS

**DHA Mobility**: The DHA has several wellness and pain management apps that you can download to your mobile device.

**RealWarriors**: Get information and resources, including several excellent smartphone apps such as PTSD Coach, Breathe2Relax, Virtual Hope Box, and Dream EZ.



## MENTAL HEALTH RESOURCES

-  • **inTransition**: Provides a free, confidential program that offers specialized coaching and assistance for active-duty service members, National Guard members, reservists, veterans, and retirees who need access to mental health care.
-  • **National Resource Directory**: Provides a comprehensive directory of services for military members, veterans, and their families.
-  • **Psychological Health Resource Center**: Trained mental health consultants provide 24/7 support to help beneficiaries access mental health care and local community support. Call 866-966-1020.
-  • **Substance Abuse and Mental Health Services Administration**: A branch of the U.S. DHHS that helps connect individuals to substance use disorder treatment.

# WOMEN'S HEALTH SERVICES

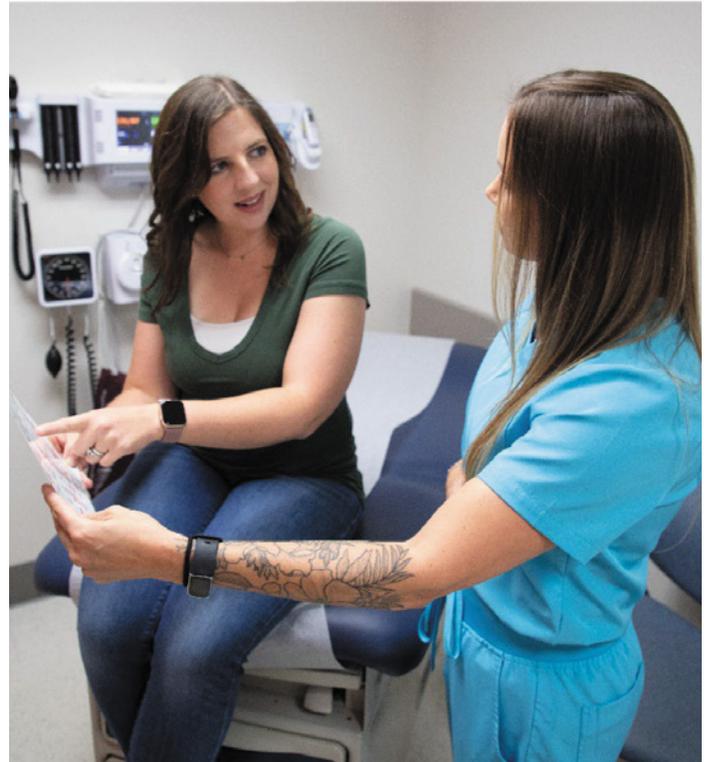
DHA provides comprehensive [women's health care](#), including reproductive health care and sex-specific appropriate care associated with cardiovascular health, mental health, and musculoskeletal injuries. Our goal is to ensure the health of all women at every stage of life.

## WELL-WOMAN EXAM

[Well-woman exams](#) are covered annually for women under age 65. They may include breast exams, pelvic exams, mammograms and Pap smears as needed. TRICARE covers these exams with no cost-share or copayment.

If you are age 65 and older and using [TRICARE ForLife](#), you can still get women's preventive screenings - things like breast exams, Pap smears, pelvic exams, and screenings for sexually transmitted infections-but the difference is that Medicare is your primary coverage and TRICARE For Life pays second. So, you'll need to follow Medicare's rules first.

Your doctor may suggest additional screenings dependent on your age; please reference page 31 to learn more about recommended screenings.



## HEALTHY LIFESTYLE FOR CONCEPTION

Healthy lifestyles and behaviors can promote conception. If you are trying to conceive, consider talking to your primary care provider about preconception health care to discuss your health history, current lifestyle and behaviors, and medical conditions that could affect fertility and pregnancy. Ask your provider how to get prenatal vitamins.

## LABOR AND DELIVERY

The Pacific Northwest has [Labor & Delivery](#) services at Madigan Army Medical Center.

As soon as you think you may be pregnant, we recommend you make an appointment with your PCMH provider.



Not sure what you should do? Give the [MHS Nurse Advice Line](#) a call to learn more. 1-800-TRICARE (874-2273)



## WALK-IN CONTRACEPTIVE SERVICES

DHA offers walk-in contraceptive services at various Puget Sound locations, no referral needed. For specific times and locations, please visit your respective MTF website.

If you require contraceptive services outside of walk-in hours, you can make an appointment by visiting the MHS GENESIS Patient Portal and messaging your primary care or OB/GYN clinic.

*At every pharmacy, Plan B is available as a no-cost, over-the-counter walk-in pharmacy item.*

## MOBILE APPS

Mobile apps are a convenient way for service members, veterans, and their families to get information and support for a variety of women's health issues.

### Decide & Be Ready



This app provides an interactive way for service members to learn about birth control options and help them think through what is important to them about the method they choose. Download today on your mobile device.

### Deployment Readiness Education for Servicewomen



This app empowers women by providing a one-stop resource for women's health concerns before, during, and after deployment.

# NEED LAB OR IMAGING? HERE'S WHAT TO DO

## LABORATORY

MTF labs offer a broad range of laboratory testing and accept orders from any MTF provider. However, there are some lab orders that require you to have an appointment, special timing, or certain preparations prior to visiting. If you are uncertain about your lab order, call the lab where you plan to do your test to check any requirements. Please follow any instructions provided to you by your provider and call your local MTF lab for any questions regarding your upcoming test.

If you have an order from a provider outside of DHA, you should call your preferred MTF lab where you plan to test. [Visit TRICARE](#) to learn more about our lab services offered at each DHA facility.

## RADIOLOGY

There are multiple facilities that offer imaging services to fit your needs. X-rays are generally performed on a walk-in basis without needing an appointment. However, you will need an appointment for all CTs, MRIs, Ultrasound, \*Mammography, Fluoroscopy, Radiation Oncology, and Nuclear Medicine exams.

If you have questions about your exam or appointment, please call the radiology department you're visiting prior to your appointment. Each of our MTF websites also provides information about our radiology services and the phone number to schedule your exam.



**Appointments can be scheduled by calling your desired Radiology location today! See page 4 for a listing of MTF locations and visit their website for Radiology phone numbers.**

**\* You can now schedule your routine screening mammogram without a provider's order.**



# RADIOLOGY

As a TRICARE beneficiary, you can get your radiology done at any of our Puget Sound Locations

## MAMC

X-Ray, MRI, Mammography, CT, Fluoroscopy, Ultrasound, Nuclear Medicine, Interventional Radiology, Radiation Oncology

## MCCHORD CLINIC

X-Ray

## NAVAL HOSPITAL BREMERTON

Radiography, Fluoroscopy, Computerized Tomography, Mammography, Ultrasonography, MRI & Nuclear Medicine

## NAVAL HEALTH CLINIC OAK HARBOR

Mammography & X-Ray

# SIMPLIFY YOUR PHARMACY EXPERIENCE

## ACTIVATE A NEW PRESCRIPTION

Skip the line before coming to the pharmacy with \*Q-Anywhere.

Otherwise, to activate a new prescription, you can call your local pharmacy or pull a ticket inside the pharmacy.

## REFILL YOUR PRESCRIPTION

You can request a prescription refill within your MHS GENESIS Patient Portal or by calling the Prescription Refill Phone Line at your MTF.

**Make sure you have the patient's ID number and the refill prescription number available when calling.**

## PICKING UP MEDICATIONS

You will be notified when your prescription is ready for pick-up. Once received, check in at the kiosk located inside your pharmacy.

DHA has a network of pharmacies that are honored to serve you. To learn more, scan the QR code to the right or visit the [TRICARE MTF Locator](#) site.



**\*Unable to use Q-Anywhere?** Feel free to stop by our pharmacy locations in person and check-in at the kiosk, or call the pharmacy directly. Pharmacy contact information can be found using the above TRICARE MTF Locator QR code.

# PRESCRIPTIONS WHEN YOU NEED THEM

## ACTIVATE A NEW RX

### ACTIVATE A NEW PRESCRIPTION

Text "Get in Line" to your pharmacy's Q-Anywhere number. (NHB 877-909-2512; MAMC/McChord 833-270-8758; NHCOH 833-564-3544.)



## REFILL RX

### MHS GENESIS PATIENT PORTAL

You can now request refills online! Log in to the [MHS GENESIS Patient Portal](#) and navigate to the Rx Refills tab. Select "Refill Now" on your prescription.



## HAVE YOUR REFILL DELIVERED

### EXPRESS SCRIPTS

Want your prescriptions mailed to you? [Create an Express Scripts®](#) account and ask your provider to submit your prescription electronically to Express Scripts. Orders are shipped free and typically delivered within 2-4 days. You can also register by downloading the Express Scripts app. To learn more, [EXPRESS SCRIPTS®](#) go to page 22.



## SKIP THE LINE

### SCRIPTCENTER LOCKERS

Skip the line and pick up your prescriptions after hours! Some pharmacy locations now offer prescription pick-up at ScriptCenter Lockers at [MAMC](#) and [NHB](#). Simple one-time enrollment at the locker is required. Ask your pharmacy today about this convenient pick-up option!



## RATHER CALL FOR A REFILL? CONTACT US!

You can call to refill a prescription! MAMC Main Outpatient Pharmacy and its outlying clinics call 253-893-8804; NHB call 360-230-1612; NHCOH call 360-997-4559

# EXPRESS SCRIPTS® HOME DELIVERY

## SKIP THE LINE!

Want your prescriptions mailed to you? [Create an Express Scripts® account](#) and ask your provider to submit your prescription electronically to Express Scripts Pharmacy and get your prescription with free shipping and an estimated delivery of 2-4 business days. You also can register by using the Express Scripts app. To view current coverages, prices, and fill locations for medications, visit the [TRICARE Formulary Search](#).

Scan the QR code to create an account



### 90-DAY MEDICATION SUPPLY COSTS FOR HOME DELIVERY

Generic — \$13

Brand — \$38

Non-formulary — \$76  
(TRICARE specialty medication)

### BENEFICIARY TEXT SERVICES

- You can also register by using the Express Scripts app
- With FREE standard shipping, estimated delivery is 2-4 business days
- Ask your provider today to submit your prescription electronically to Express Scripts Pharmacy

### \$0 COPAY FOR ACTIVE DUTY

- Copays for all others depends on type of medication
- See [TRICARE Copay Information](#)

With the rise of fentanyl, accidental overdose is on the rise and spiked in 2022 with more than 109,000 deaths. To help combat that, we now stock Naloxone, otherwise known as Narcan, in all our pharmacies. And you can get it without a prescription! Call your pharmacy for more information.



If you or your loved one is struggling with substance abuse, there are many resources you can use on pages 14-15. **For mental health support, dial 988.** For all life-threatening emergencies, please dial 911 or head to your nearest emergency room.

# Q-Anywhere



What's better than  
waiting at the  
pharmacy?

Just about anything else.

**Bremerton Q-Anywhere:**  
877-909-2512

**Oak Harbor Q-Anywhere:**  
833-564-3544

**Madigan, McChord,  
Puyallup & SouthSound  
Q-Anywhere:**  
833-270-8758

Get prescriptions without the long wait.

▶ Text **"GET IN LINE"** at *your* MTF.  
Follow the prompts. Enjoy your day.

# SPECIALTY CARE

MTFs have a comprehensive set of medical specialty clinics ranging from Allergy to Rheumatology, and everything in between. Many of the specialties include advanced medical training programs (fellowships) whose participants are actively engaged in research and clinical trials to provide you with the most up to date medical care opportunities. Cardiology, Pulmonology, and other specialties offer the most current interventional services and laboratory testing capabilities available. This ensures your diagnostic and disease management options are world class. Please visit your MTF or their website to explore all your healthcare options for the medical specialty you require.

## SURGICAL CARE

Our MTFs have a comprehensive set of surgical specialty services. You have access to some of the most diverse group of surgical subspecialists anywhere in the military. Combining cutting edge technological and diagnostic capabilities, your surgical needs may be met with the most advanced surgical techniques offered anywhere in the military health system. Many of our surgeons are leading experts in their field and frequently train other surgeons across the military and the world. Not all surgical subspecialty services are available at each MTF. Please contact your MTF in person or via the MHS-GENESIS Portal to confirm the most updated capabilities and resource options for your care.

## MEDICAL SUBSPECIALTIES

- Allergy & Immunology
- Audiology
- Blood Donor Center
- Cardiology
- Clinical Genetics
- Critical Care
- Developmental Pediatrics
- Dermatology
- Diabetes
- Endocrinology
- Emergency Medicine
- Family Medicine
- Gastroenterology
- General Surgery
- Hematology
- Immunizations
- Infectious Disease
- Oncology
- Neonatology
- Nephrology
- Neurology
- Nuclear Medicine
- Nutrition
- OB/GYN
- Occupational Therapy
- Ophthalmology
- Optometry
- Orthopedics
- Otolaryngology
- Pain Management
- Pathology
- Pediatric Critical Care
- Pediatric Subspecialties
- Physical Medicine
- Physical Therapy
- Podiatry
- Psychiatry
- Psychology
- Pulmonology
- Respiratory Care
- Rheumatology
- Sleep Medicine
- Social Work
- Speech Pathology
- Substance Abuse
- Traumatic Brain Injury
- Urology

## SURGERY SPECIALTY

- Bariatric Surgery
- Endocrine Surgery
- General Surgery
- Gynecologic Surgery
- Neurosurgery
- Oncology Surgery
- Ophthalmology
- Oral-Maxillofacial Surgery
- Orthopedic Surgery
- Otolaryngology
- Plastic Surgery
- Proctology
- Trauma Surgery
- Urology
- Vascular Surgery



## COMMUNICATING WITH YOUR PROVIDER

You can confidentially communicate with your medical and surgical subspecialty providers via the [MHS GENESIS Patient Portal](#)

# PEDIATRIC SCREENING GUIDELINES



<b>2-3 DAYS</b>	<ul style="list-style-type: none"> <li>Well-baby exam*</li> </ul>
<b>2 WEEKS</b>	<ul style="list-style-type: none"> <li>Well-baby exam*</li> <li>Maternal Post-Partum depression screen</li> </ul>
<b>2,4 &amp; 6 MONTHS</b>	<ul style="list-style-type: none"> <li>Well-baby exam*</li> <li>Scheduled immunizations**</li> <li>Maternal depression screen</li> </ul>
<b>9 MONTHS</b>	<ul style="list-style-type: none"> <li>Well-baby exam*</li> </ul>
<b>12 MONTHS</b>	<ul style="list-style-type: none"> <li>Well-baby exam*</li> <li>Scheduled immunizations**</li> <li>Anemia and lead screen (blood test)</li> </ul>
<b>15 &amp; 18 MONTHS</b>	<ul style="list-style-type: none"> <li>Well-baby exam*</li> <li>Scheduled immunizations**</li> </ul>
<b>24 MONTHS</b>	<ul style="list-style-type: none"> <li>Well-baby exam*</li> <li>Scheduled immunizations**</li> </ul>
<b>3-10 YEARS</b>	<ul style="list-style-type: none"> <li>Annual physical*</li> <li>Scheduled immunizations**</li> </ul>
<b>11 YEARS &amp; OLDER</b>	<ul style="list-style-type: none"> <li>Annual physical*</li> <li>Cholesterol check (9-11 yrs &amp; 17 yrs)</li> <li>Scheduled immunizations**</li> </ul>

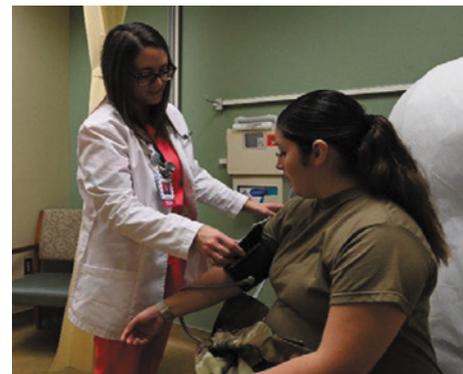
\*Age-appropriate developmental/behavioral screening

\*\*Per [CDC guidance](#)

- **Vision:** Recommended yearly at ages 3-10 (except ages 7 and 9 unless there are concerns.)
- **Hearing:** Recommended at ages 4, 5, 6, 8, 10, and once between 11-14, 15

# ADULT IMMUNIZATION GUIDELINES\*

<b>COVID-19</b>	Primary series and per CDC guidance
<b>Influenza (flu)</b>	Annually
<b>Human Papilloma Virus (HPV)</b>	If childhood series not completed, recommended for ages 18-26; for those 27-45, consult with your provider
<b>Meningococcal (MenACWY)</b>	Prior to college or residential living; some colleges require meningitis B vaccine
<b>Pneumococcal (PPSV23 or PCV20 alone)</b>	At age 50 or age 19-64 years with certain underlying medical conditions or tobacco users
<b>Tetanus (Td/Tdap)</b>	Every 10 years
<b>Respiratory Syncytial Virus (RSV)</b>	Recommended during weeks 32-36 of pregnancy and adults 60 years and older; discuss with your PCM
<b>Shingles (Herpes Zoster)</b>	Can be considered at age 50 but should be discussed with your provider



## RECOMMENDATIONS BY AGE AND YEAR

See your PCM or visit one of the Immunizations Clinics for the recommended vaccines.

\*For more information or additional adult vaccination recommendations, you can also visit the CDC at: [Adult Immunization Schedule by Age](#)



\*Additional vaccinations may be recommended based on your health status

# MEDICAL READINESS

Active-duty service member readiness services are available at many locations in the Puget Sound area. Medical readiness and dental clinics are dedicated to service member health screening requirements. They specialize in completing Periodic Health Assessments (PHA), Separation History and Physical Exams (SHPE), deployment screenings and Overseas Screening (OSS). All of them are able to certify you for in/out processing. Please see the list below for locations and contact information.

## **Madigan Department Of Soldier Readiness**

Scheduling: 253-967-9070 CNOIC: 253-967-2762  
NCOIC: 253-967-9451  
Waller Hall 2140 Liggett Ave.  
Joint Base Lewis-McChord, WA 98433

## **Hearing Program**

Phone: 253-968-3431  
Madigan Annex Building 9911C East Jackson St.  
Joint Base Lewis-McChord, WA 98431

## **Lefler Dental Clinic**

Phone: 253-967-5271  
3740 S. 14th St.  
Joint Base Lewis-McChord, WA 98433

## **McClung Dental Clinic**

Phone: 253-967-3416  
2103 N. Division St.  
Joint Base Lewis-McChord, WA 98433

## **Fulton Dental Clinic**

Phone: 253-966-9960  
9119 Mil Park Ave.  
Joint Base Lewis-McChord, WA 98433

## **Madigan Dental Clinic**

Phone: 253-968-1240  
Madigan Army Medical Center  
Second Floor, Hospital Tower  
9040 Jackson Ave.  
Joint Base Lewis-McChord, WA 98433

## **McChord Dental Clinic**

Phone: 253-982-5505  
690 Barnes Blvd.  
Joint Base Lewis-McChord, WA 98438

## **Okubo Dental Clinic**

Phone: 253-967-4989  
11572 17th & C Street  
Joint Base Lewis-McChord, WA 98433

## **Naval Health Clinic Oak Harbor: Operational Forces Medical Liaison (OFML) / Fleet Medical Liaison**

Serves as the primary point-of-contact for operational commands. Tracks patients until the service member is returned to their unit. Duty Cell: (360) 682-8071

## **Naval Hospital Bremerton: Operational Forces Medical Liaison (OFML) / Fleet Medical Liaison**

Naval Hospital Bremerton, 3rd Floor, Patient Administration  
Duty Cell: (360) 536-5812

## **Naval Hospital Bremerton: Medical Evacuation (MEDEVAC)**

Naval Hospital Bremerton, 3rd Floor, Patient Administration  
Duty Cell: (360) 536-5812

## **Naval Hospital Bremerton (NHB), BHC Bangor and BHC Everett Dental Clinics:**

### **NHB**

Phone: 360-475-4237  
1 Boone Road  
Bremerton, WA 98312

### **BHC Bangor**

Patient Care Line: 360-315-4391  
After Hours: 360-475-5700  
2050 Barb Street  
Naval Base Bangor, Silverdale, WA 98315

### **BHC Everett**

Phone: 425-304-4092  
2000 W Marine Drive  
NAVSTA Everett, Everett, WA 98207

## **VISION, HEARING, LAB, IMMUNIZATIONS, DENTAL**

The clinics above are able to provide service-specific vision, hearing, lab, immunization and dental services. Service availability is contingent upon staffing and workload for empaneled patients, but they will be able to either accommodate you or help you locate a clinic with availability.

## WHAT IS THE VIPRR CLINIC?

The Virtually Integrated Patient Readiness & Remote Care (VIPRR) clinic provides support for units with limited resources for completed the annual Periodic Health Assessment (PHA), Post Development Health Assessments (PDHA), and Post Deployment Health Reassessments (PDHRA). Please check for your unit eligibility.

## Exceptional Family Member Program (EFMP)

EFMP is a mandatory enrollment program designed to support military families with special medical or educational needs. EFMP ensures that family members' needs are considered during the assignment process and provides access to resources, advocacy, and support services. Families enrolled in EFMP should maintain regular communication with their service-specific EFMP office to stay informed about program requirements, updates, and available resources.

### EFMP Family Support (Army)

☎: 253-967-5797

Usarmy.jblm.imcom.list.afcs-efmp-support-services@army.mil

### EFMP Family Support Main Office (Air Force)

☎: 253-219-9528

627fss.fsh.jblm-mchord-efmp-fs@us.af.mil

### EFMP NHB (Navy)

☎: 360-475-4887

<https://bremerton.tricare.mil/Patient-Resources/Patient-Admin/Exceptional-Family-Member-Program-EFMP>

### EFMP NHCOH (Navy)

☎: 360-257-9582

<https://oakharbor.tricare.mil/Patient-Resources/EFMP>

## Developmental & Behavioral Family Readiness Center (DBRFC)

The DBFRC provides developmental pediatrics and mental health care locally and to DOW dependents at smaller, remote, and/or underserved bases throughout the Pacific Northwest. The team operates through a centralized (hub and spoke) model, with the hub at JBLM. The program utilizes virtual health, as well as medical provider travel to more remote locations, which makes this a very sought-after service. The JBLM DBFRC team consists of a Developmental and Behavioral Pediatrician, a Child Psychologist, a PLAY Project Consultant/SLP, and a nurse care coordinator. For support, call 253-968-0261 or 253-968-2310.



# HEALTH MAINTENANCE

Your providers care about you and your loved ones' health! The right plan for your care may differ—make sure you communicate with your care team to find what's right for you. The following guidelines apply to healthy adults in the general population on suggested medical activities and screenings.

## CHRONIC CONDITION SCREENING GUIDELINES

### Abdominal Aortic Aneurysm

- Males aged 65-75 who ever smoked should consider a one-time ultrasound
- Requires abdominal US order for scanning performed in radiology via scheduling

### Depression

- Will be screened at most appointments; please report symptoms at any healthcare appointment
- See resources listed in this book

### Diabetes

- Screening HbA1C lab for ages 35-70 with risk factors (overweight, family history, diabetes during pregnancy, polycystic ovarian syndrome)
- Testing is generally every 3 years
- Requires a lab order; most labs are drawn on a walk-in basis

### Hypertension

- Annual blood pressure starting at age 18 with risk factors
- Every 3-5 years for ages 18-39 without risk factors
- Annually starting at 40

### Osteoporosis

- Bone density testing to prevent fractures is recommended for postmenopausal women and all women starting at age 65
- Bone density testing is performed every 4-8 years depending on prior results and treatment
- Requires DEXA order from your PCM or Women's Health Team

### Cardiovascular Disease

- USPSTF does not have age related recommendations
- Several tests (EKG to cholesterol labs to imaging) are available. Talk with your provider about your risk level or symptoms to determine if screening is appropriate for you.
- There is potential benefit for checking cholesterol level once for males at age 35 and females at age 45 regardless of risk factors.
- There is potential benefit for checking cholesterol levels for those with risk factors (high blood pressure, diabetes, smoking history and family history) in males 25-30 and females 30-35.

## CANCER SCREENING

### Breast Cancer

- Screening mammography every 1-2 years based on your healthcare provider's recommendation
- Orders and referrals are not needed for screening mammograms
- Mammograms can be scheduled on your own or in some locations are available on a walk-in basis

### Cervical Cancer

- Pap tests recommended every 3 years age 21-29 (unless abnormal)
- Pap tests recommended every 5 years age 30-65 with negative HPV testing
- After age 65 or after hysterectomy discuss your needs with your provider
- Schedule testing with your PCM or Women's Health Team

### Colorectal Cancer

- Start screening at age 45; you have multiple options
- FIT testing is the preferred non-invasive approach for screening
- Colonoscopy every 10 years, referral to GI required
- Flexible sigmoidoscopy every 5 years is an option, referral to GI required
- FIT kit every 1 year, lab order from your PCM or provider
- FIT-DNA every 1-3 years, lab order from your PCM or provider

### Lung Cancer

- Recommended for those age 50-80 who have smoked 20 pack-years (1 pack per day for 20 years or 2 packs per day for 10 years), talk to your provider
- Requires low dose CT order for scanning performed in Radiology

### Oral Cancer

- Oral and pharyngeal cancers should be screened for annually starting around age 18
- If using tobacco products, screening should begin at the age of first use

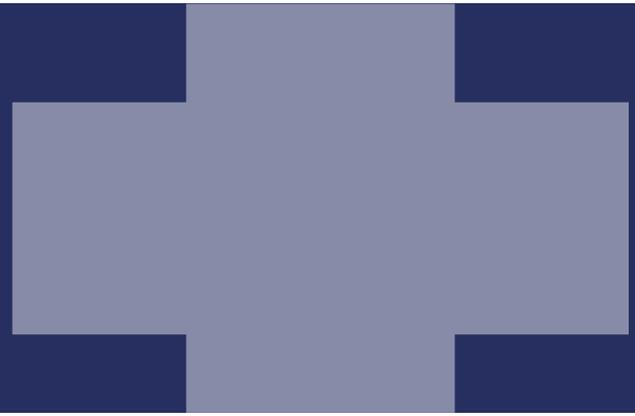
### Prostate Cancer

- Consider testing between ages 55 and 69
- Risk based decision in discussion with provider or starting at age 40 for men of African descent or with prostate cancer in a primary relative

### Skin Cancer

- Annual full-body skin exam starting at age 50 with risk factors
- A referral is required if you need to see a dermatologist

# PREPARING FOR YOUR VISIT



## Know Before You Go

### ***A FRIEND OR FAMILY MEMBER***

After checking your facility's current visitation policy, consider bringing someone with you who can provide moral support and help advocate for you. If you are unable to bring someone with you to your appointment, you may request a staff chaperone.

### ***ACCOMMODATIONS***

If you need interpreter services or sign language, please contact the Patient Advocate to assist with arrangements before your appointment.

### ***LIST OF QUESTIONS***

Come to your visit with a list of prioritized questions for your provider. This will optimize your time and ensure you leave with all of your most important questions answered. You can use the Discussion Guide on page 33 of this document.

### ***PERSONAL IDENTIFICATION***

Bring your government-issued photo ID and your military ID.

### ***MEDICAL & IMMUNIZATION RECORDS***

Bring any important medical records you have from your previous health care provider. Also bring any recent records from civilian providers to review with your care team. Having a summary document with health history including chronic conditions, medications, immunizations and previous illnesses or surgeries will help guide the conversation with your new provider.

### ***PRESCRIPTIONS***

It is helpful to have either your prescription bottles with you, or a list of prescriptions and dosage information at your appointment, including any over-the-counter vitamins or supplements you are taking. Be sure to tell your provider if you have changed prescriptions or dosage.

### ***3rd PARTY INSURANCE INFORMATION***

If you have [third party insurance other than TRICARE](#), verification is required at every visit.

Visit each military facility's website prior to your appointment to review any recent information or changes.

Plan ahead to ensure you arrive in plenty of time to get on base, park, and check-in on time for your appointment. Plan to arrive at the installation 45-60 minutes prior to your appointment in order to ensure you can get to your appointment 15-20 minutes before the scheduled time. Upon arrival to the clinic, check in at the front desk or kiosk and fill out any necessary paperwork prior to being seen. Please have your ID card ready. Requirements will vary by clinic and third-party insurance verification is always required.

# DISCUSSION GUIDE

## PROMPTS TO IMPROVE THE CONVERSATION WITH YOUR PROVIDER



The DHA Discussion Guide can help make your conversation with your provider more meaningful to get the most out of your visit. Use it to help communicate important information about your health.

### BEFORE YOUR VISIT



#### For new patients to the MHS:

- Health history
- Medical records
- Medications and prescriptions
- Previous illnesses and surgeries
- Insurance information

#### For patients already in the MHS:

- Medications and prescriptions
- Third-party insurance
- Any major life changes that could affect your wellbeing

#### Prepare for your appointment:

- If you received a questionnaire via the patient portal, please complete before your visit.
- Write down and prioritize questions that you have and arrive with some talking points
- Have a list of your medications (including supplements) prepared and know what medications need refills so that you can ask for these during your appointment.
- **Arrive 15-20 minutes early** to your appointment to give you plenty of time to check in and allow for unpredictable delays, and help you feel less stressed or rushed.
- Arriving early will also allow you to have as much time as possible with your provider.

### TELL YOUR PROVIDER

Any concerns, feelings, or questions you have about your health and care at this point?



#### Regarding your health, discuss:

- Progress you have made
- Pain, discomfort, or unusual feelings
- Changes to your environment
- Any potential risks
- Your long-term goals

#### Regarding your care, discuss:

- Tasks you have completed
- Plans or preferences for your care
- Timing and expectations
- Procedures, treatments, or tests
- People who support you

### ASK YOUR PROVIDER

- What do I need to do and why?
- What can I expect going forward?
- What should I be aware of?
- Who can I contact with questions or concerns?
- What are the risks, benefits, and alternatives of the treatment?





# PATIENT SERVICES

Whether you have questions about TRICARE, need help navigating your care, or want someone to advocate on your behalf, our dedicated teams are ready to assist. Here is a guide to our patient services and how they can help you.



## TRICARE SERVICES

- Enrollments
- DEERS Inquiries
- Personnel movement- PCS, ETS, Retirement
- Deferred Dependents



## BENEFICIARY COUNSELOR (BCAC)

- Claims/Insurance Questions
- Network Referrals
- TRICARE Benefits- Prime, Select, For Life, Remote, Plus
- Transitional Assistance



## PATIENT ADVOCATE

- Patient Care Concerns
- Suggestions/ Compliments
- Network Health Care Feedback
- Health System Questions

We operate in an integrated Military Health System for active-duty service members, retirees, and their families that combines the resources of the military's direct medical care system and our managed care support of purchased health care.



For those medical records you can't access via MHS GENESIS, please see your MTF's Patient Administration Department (PAD), to include your teenager's medical records.

# RIGHTS AND RESPONSIBILITIES

As a patient in the Military Health System, you have rights and responsibilities concerning your health care.

## PATIENT RIGHTS

- Care and treatment in a safe environment including having a chaperone present during exams & procedures.
- Accurate, easily understood information so you can make informed decisions about your diagnosis, treatment option, procedures, providers, and facilities. This includes providing information about risks and benefits of treatment in non-clinical terms (informed consent), if a clinical trial is available, and if you qualify to be in a research project.
- A choice of health care providers that ensures your access to high-quality health care in a timely fashion including specialty care. This includes inpatients transferring to other military hospitals and private sector hospitals and facilities.
- Emergency health care services when and where you need it. Coverage of emergency services is available without authorization.
- Fully participate in all decisions about your care. If you can't make your own decisions, you have the right to be represented by someone else. This could be a family member, healthcare power of attorney or conservator.
- Considerate, respectful care from all members of the healthcare system. This includes recognition of your personal dignity, belief systems and your psychosocial, spiritual, and cultural values.
- Communicate confidentially with your health care team and know your confidential information is protected by federal laws and regulations.
- Review, copy, and request amendments to your medical records.
- A fair and efficient process for resolving differences with your health plan & healthcare providers via Patient Relations.



Please submit an ***Interactive Customer Experience (ICE) form*** and select your specific MTF

## PATIENT RESPONSIBILITIES

Maximize healthy habits. You should exercise, avoid smoking, and maintain a healthy diet.

Be involved in your health care. You should work with your medical and dental providers to develop and carry out treatment plans, share relevant and accurate information, and clearly communicate your wants and needs.

Learn about TRICARE health plans and coverage. This includes learning:

- Qualifications for different TRICARE health plans and your costs with each plan
- Enrollment rules, including for TRICARE Open Season and Qualifying Life Events, like a birth, adoption, marriage, divorce, and death
- Rules regarding use of TRICARE network providers and non-network TRICARE-authorized providers
- Referral and authorization rules



Be respectful of health care workers and staff rights.

Follow military facility and clinic rules and regulations. Responsibly use the property and facilities.

Pay your applicable deductibles and cost sharing to your provider, hospital, pharmacy, or supplier.

Follow the claims process and disputed claims process.

Disclose any other health insurance you may have to each provider, hospital, pharmacy, or supplier who takes care of you.

Cancel or rebook any appointment you can't make. Be on time for appointments. You are responsible for your actions if you refuse treatment or don't follow your provider's instructions.

You should report any suspicion of wrongdoing, fraud, or abuse to the appropriate resources or legal authorities.

For more information please visit the [TRICARE Patient Rights and Responsibilities Page](#)



# GUIDELINES FOR YOUR COMFORT & SAFETY



## ***SPEAK WITH COURTESY AND RESPECT***

Patients and visitors may not display behaviors or communication (written, verbal or electronic) that is aggressive, disrespectful, or inconsiderate. Unacceptable forms of communication include: harassing, offensive, or intimidating statements, shouting or yelling at patients or staff, threats of violence or destruction of property, or derogatory remarks based on race, color, religion, sex (including sexual orientation and pregnancy), and national origin.



## ***BEHAVE RESPECTFULLY TOWARDS OTHERS***

DHA follows a zero-tolerance policy for aggressive or violent behavior. Unacceptable behaviors include: physical assault, arson, inflicting bodily harm, throwing objects, making menacing gestures, hitting, kicking, biting, screaming, spitting, pushing, or any other behavior that is intimidating or harassing to staff or patients.



## ***BE RESPECTFUL OF PROPERTY***

Guests must be respectful and courteous of patients, facility staff and other people's property. Patients and visitors may not damage equipment or property nor climb on furniture. Parents or guardians must supervise their children at all times.



## ***DRESS APPROPRIATELY***

Please avoid wearing apparel with obscene language. All visitors are expected to be fully dressed including shirts and shoes at all times.



## ***USE ELECTRONIC DEVICES COURTEOUSLY***

Please be courteous with the use of your cell phone and other electronic devices. Headphones must be used when listening to music and speaker phone may not be used when taking phone calls. When interacting with any of our staff, please put your devices away. Set the ringer to vibrate before storing away. Photos, videos, and other recording devices are not permitted except by authorized personnel.



## ***TOBACCO, ALCOHOL, ILLEGAL SUBSTANCES, AND WEAPONS***

All DHA facilities are tobacco free, including cigarettes, cigars, e-cigarettes, and chewing tobacco. Designated smoking areas are available outside of the facility. Possession and use of illicit drugs and alcoholic beverages are not allowed. Firearms and dangerous weapons are illegal and prohibited, except for persons authorized to be in possession of the weapon while on duty. Any weapons are considered contraband and will be confiscated.



## ***INFECTION PREVENTION PROTOCOLS***

All patients and visitors will follow infection prevention protocols to help stop the spread of infectious diseases such as influenza (flu) and COVID-19. These protocols may include, but are not limited to: wearing a mask, washing hands regularly, and limiting movement outside of your assigned facility room. If you have a fever, cough, sore throat, congestion, body aches, loss of smell/taste, or diarrhea, please tell the front desk.



Defense Health Agency



**PUGET SOUND**  
MILITARY HEALTH SYSTEM

For suggestions and feedback on your guide, please send us an email at: [dha.jblmDHN-Indo-Pac.mbx.saco@health.mil](mailto:dha.jblmDHN-Indo-Pac.mbx.saco@health.mil)  
February 2026