



UNITED STATES
NAVAL HOSPITAL
OKINAWA, JAPAN



PATIENT HANDBOOK

PREPARED BY UNITED STATES NAVAL HOSPITAL OKINAWA, JAPAN
PUBLIC AFFAIRS OFFICE

www.med.navy.mil/sites/nhoki

A Message from the Commanding Officer

Welcome to U.S. Naval Hospital Okinawa!

Since it was first commissioned in 1977, U. S. Naval Hospital Okinawa, Japan has been dedicated to maintaining the health and readiness of our nation's military forces and providing world class healthcare to family members, civilians, retirees, and all others entrusted to our care.

Exceptional care involves more than simply providing good medicine. Our responsibility to you and your family extends to every part of your experience in our facility. Our goal is to provide a healing environment and ensure that your stay with us is as safe, pleasant, and comfortable as possible.

The information in this handbook is intended to familiarize you with the services we offer and how to access them. It also contains maps, directories and answers to common questions regarding our policies. If you have any questions or concerns that are not addressed in this publication, please do not hesitate to ask for assistance from a staff member or call our Customer Relations Office at 646-7432.

As a patient, you are the most important member of the healthcare team. We encourage you to ask questions and communicate with your healthcare provider regarding your care. If you receive a survey in the mail asking you to evaluate your experience at this facility, please take a few minutes to complete it and let us know what you think.

On behalf of the staff of U. S. Naval Hospital Okinawa, Japan, thank you for allowing us the privilege of serving you.

Sincerely,

CAPT TIM H. WEBER
Commanding Officer
U. S. Naval Hospital Okinawa, Japan



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Our History

U.S. Naval Hospital Okinawa, Japan has a long history of providing compassionate care to servicemembers and their families.

ABOUT US

U.S. Naval Hospital Okinawa, Japan is the largest overseas Military Treatment Facility and is the referral center for the entire western Pacific. Jointly staffed by Navy, Army, Air Force and Marine Corps personnel, the hospital serves a beneficiary population of more than 50,000 active duty personnel, their family members, civilian employees, contract personnel and retirees. In addition to caring for the on-island population, the hospital also serves as a referral hospital for beneficiaries throughout the Western Pacific, including afloat forces operating in the Western Pacific Area of Operations.

The hospital was originally constructed in 1958 as a U.S. Army hospital. The hospital was located at Camp Kuwae in Chatan along Route 58, across from the present day American Village area of Chatan Town. In 1982, the camp was renamed Camp Lester in honor of Fred Faulkner Lester, a U.S. Navy Corpsman who received The Congressional Medal of Honor for his heroic actions while serving with a Marine Corps unit during the Battle of Okinawa in World War II. U.S. Naval Hospital Okinawa, Japan relocated from Camp Lester to its current location on Camp Foster in March 2013.

U.S. Naval Hospital Okinawa, Japan operates six Branch Medical Clinics located on Marine Corps installations throughout the island. These branch clinics are located at Camp Schwab, Camp Hansen, Camp Courtney, Camp Foster, Marine Corps Air Station Futenma, and Camp Kinser, and are staffed by personnel from U.S. Naval Hospital and III Marine Expeditionary Force (III MEF) major subordinate commands.

Military Medical Home Ports, located on Camp Kinser, Camp Courtney, and Camp Foster, provide primary care services to our active duty service members and their families.



Patient Assistance

There are a number of resources available to assist you ranging from Relay Health to our Okinawa Clinical Answering Service.

QUARTERDECK & INFORMATION DESK

646-7555

The U.S. Naval Hospital Okinawa, Japan Quarterdeck and Information Desk are located just inside the hospital main entrance. Providing general information and assistance for you, our beneficiaries, 24 hours a day, seven days a week. Call at any time for hospital telephone directory assistance, or to speak with the Officer of the Day (OOD).

CONCIERGE SERVICES

646-7555

Bilingual Concierge services are available at the Information Desk Monday through Friday during normal working hours to assist you with directions, questions, wheelchairs, building escorts and in any other way possible...it is our pleasure to serve you!

CUSTOMER SERVICE OFFICER “HOW ARE WE DOING?”

646-7432

First Floor, East Wing

We want to hear your suggestions about how we can improve, as well as your compliments about the care you received. You can visit Customer Relations, contact the specific department’s Customer Relations representative or submit an Interactive Customer Service (ICE) comment from our home page on the world wide web: www.med.navy.mil/sites/nhoki and click on the “ICE” icon.

GET CONNECTED WITH RELAYHEALTH

RelayHealth is a web-based application that provides connectivity to your healthcare provider for routine communications. With RelayHealth, you can:

- Schedule Appointments
- Request Medication Renewals
- Receive test and lab results
- Ask your healthcare team about non-urgent symptoms
- Maintain your personal health record (PHR)

To register, go to www.relayhealth.com or follow the “Medical Home Port” link on our web page.

OKINAWA CLINICAL ANSWERING SERVICE (OCAS)

646-7484 or 646-7HUG

If you need medical advice after hours, on weekends or holidays please call us.

The Okinawa Clinical Answering Service (OCAS) is a free after hours (4:30pm-7:30am) service provided by U.S. Naval Hospital Okinawa, Japan to all Military Health System (MHS) beneficiaries residing in Okinawa.

OCAS is fast, easy to use, and is strictly confidential. When you call the OCAS Line, a receptionist will ask you a few questions and contact one of our healthcare providers with your information. The healthcare provider will then call you directly to address your concerns. Please call your Primary Care Clinic during regular clinic hours.



Your Rights as a Patient at U.S. Naval Hospital Okinawa, Japan

1. MEDICAL CARE

Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including 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

Patients have rights, defined by Federal law, to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other private information, 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.

4. PROVIDER INFORMATION

Patients have the right to receive information about the individual(s) responsible for, as well as those providing, their care, treatment, and services. The hospital may inform the patient of the names, and as 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, procedures, and prognosis of illness in terms that are easily understood. 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.

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 by calling 1-800-994-6610 or by email at complaint@jointcommission.org or www.jointcommission.org.

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.

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 facility's 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/DTF only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

12. 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.

Your Responsibilities as a Patient at U.S. Naval Hospital Okinawa, Japan



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 participating in their care and letting their healthcare provider know whether they understand the diagnosis, treatment plan, and expectations.

2. RESPECT & CONSIDERATION

Patients are responsible for being considerate of the rights of other patients and MTF/DTF (Medical Treatment Facility/Dental Treatment Facility) 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.

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. 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

If applicable, patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.



U.S. NAVAL H
OKINAWA.

COMMANDING OFFICER

T. H. WEBER

CAPT MSC USN

EXECUTIVE OFFICER

J. N. KORSNES

CAPT DC USN

Get Connected With RelayHealth!

ENJOY THE BENEFITS OF USING RELAYHEALTH

RelayHealth (www.relayhealth.com) is a convenient online messaging system exclusively for our TRICARE beneficiaries and enrolled patients. RelayHealth connects you directly with your Medical Home Port health care team.

Communicate with your clinic from home or anywhere there is an internet connection. RelayHealth provides safety, security and privacy not available with regular email or messaging applications, and offers several handy features.

With RelayHealth you can:

- Schedule appointments
- Access lab and other diagnostic tests
- Request medication refills
- Look up educational material
- Consult your provider for non-urgent health matters
- And more!

RelayHealth is an authorized service provided by Navy Medicine for our patients, and is an important part of your Medical Home Port.

Registering is simple, and you can sign up all family members. Start your account today!

Go to www.relayhealth.com and click on the “register” tab.

NOTE: During registration, you will be prompted to enter the name of your PCM. You can find your PCM by calling your assigned clinic, TRICARE Office, or visit Tricare Online at www.tricareonline.com.



Preparing for Your Visit

U.S. Naval Hospital Okinawa, Japan uses the National Patient Safety Goals as our framework for providing quality care. We care about your health and encourage patients to ask questions and be involved in your care.

OUR STAFF'S ROLE IN PATIENT SAFETY

All U.S. Naval Hospital Okinawa, Japan staff members are required to:

- Wear a Hospital ID badge and introduce themselves.
- Wash hands before and after patient contact to prevent the spread of infection.
- Explain your condition and how you will be cared for clearly and completely.
- Check patient ID bands and ask your full name and date of birth before administering medication or performing a test or procedure.
- Ask about allergies and reactions to medications, food or environment.
- Place a special wristband on you as an allergy alert.
- Assess your risk for falling and take appropriate measures.
- Mark the surgery or procedure site when it involves an area of the body with two sides (arms, legs, etc).
- Ask whether you are in pain and assist with managing pain.

YOUR ROLE IN PATIENT SAFETY

How you can be an active partner in your health care:

- Provide up-to-date, accurate information about your present health condition.
- Provide a list of your current medications, indicating when and why you take them. Include all medications: whether prescription, over-the-counter or herbal.
- Prepare by writing down questions for your healthcare professionals.
- Read all forms before signing. Ask for clarification if you need it.
- Ask questions. Express concerns. Ask again for clarification if anything is not clear.
- Ask about any medications being prescribed to you.
- It's OK to ask your caregiver to wash their hands.

BRING AN ADVOCATE. BE AN ADVOCATE.

- Ask a family member or friend to accompany you to ask questions and help remember or write down information.
- Select a single person for updates. Please let us know who that is.
- Stay as involved as possible in decisions about your treatment.

Please tell your physician, nurse, corpsman, or other member of your healthcare team if you have concerns.

If you feel an issue is not resolved, please contact Customer Relations at 646-7432

Dialing DSN from Off Base

The following instructions will allow you to dial any hospital phone number from a mobile phone or off base phone:

TO CALL ONE OF OUR NUMBERS FROM OFF BASE OR USING A CELL PHONE:

*If the hospital number is 646-XXXX, dial: **098-971-XXXX***

For example, the Quarterdeck is 646-7555, so you would dial 098-971-7555.

TO CALL THE HOSPITAL FROM THE UNITED STATES:

Country Code for Japan: 81

*To dial hospital phone numbers direct from the U.S. dial: **011-81-98-971-XXXX**.*

For example, to call the Quarterdeck, you would dial 011-81-611-746-7555

BASE OPERATOR:

KADENA BASE OPERATOR 098-938-1111

CAMP FOSTER BASE OPERATOR 098-911-5111

TO DIRECT DIAL OTHER DSN NUMBERS ON ISLAND:

- 622 numbers, dial **(098) 954-XXXX**
- 623 numbers, dial **(098) 969-XXXX**
- 630 numbers, dial **(098) 960-XXXX**
- 632 numbers, dial **(098) 962-XXXX**
- 633 numbers, dial **(098) 959-XXXX**
- 634 numbers, dial **(098) 961-XXXX**
- 645 numbers, dial **(098) 970-XXXX**
- 646 numbers, dial **(098) 971-XXXX**
- 959 numbers, dial **(098) 959-XXXX**

Health & Wellness

WELLNESS SCHEDULE

Under 18: During the first year of life, children need many checkups. Schedule checkups for your child at 3-5 days; 2 months; 4 months; 6 months; 9 months; 12 months; 15 months; 18 months; 24 months and 30 months. Starting at age 3, your child should have a yearly check up. These checkups help develop a relationship with your child's provider, ensure proper developmental milestones are met and help keep up with vaccines.

Women: Starting at age 21, women need pap smears every 3 years. Depending on your age and medical history, pap smears can be done every 5 years starting at age 30. Women age 16-24 should be screened yearly for Chlamydia as well. Starting at age 50, it is recommended to get a colonoscopy and mammogram.



Men: Starting at age 14, men should start monthly testicular self-exams. Starting at age 50, men should get a colonoscopy. At age 70, men should also get screened for an abdominal aneurysm.

If you are due for an exam, use RelayHealth or call your clinic today to schedule an appointment.

Administrative Services

Please remember to always safeguard your health records, appointment slips, prescriptions and other medical documents that contain personally identifiable information at all times whenever they are in your possession.



BIRTH REGISTRATIONS

646-7687

First Floor, East Wing

The Birth Registrations Office will assist you and the U.S. Consulate in Naha to ensure timely registration for your new baby's birth registration and passport documents.

CHAPLAIN (PASTORAL CARE SERVICES)

646-7394

First Floor, East Wing

Pastoral Care is dedicated to helping not only you, but also your family and our staff with healing and strengthening by exploring their spiritual needs, hopes, and resources.

UNIFORM BUSINESS OFFICE (UBO)

646-7213

First Floor, East Wing

If you are a patient with private health insurance, you need to register with the UBO. Always check out with the UBO if you

were admitted as an inpatient. A patient being discharged during weekends or after working hours should call the Uniform Business Office on the next working day.

OUTPATIENT RECORDS

646-7689

First Floor, East Wing

Outpatient Records is where outpatient health records are maintained. Active duty records are maintained at the clinic that runs sick call for the service member's unit. Beneficiaries, retirees and civilian government workers' records are maintained at the facility that provides primary outpatient care to the individual.

TRICARE SERVICE CENTER

First Floor, East Wing

- TRICARE Beneficiary Service Representative
646-7700
- TRICARE Beneficiary Counseling Assistance Coordinator
646-7701

Clinical Services

AMBULATORY PROCEDURE UNIT (APU)

646-7284

0600-1930 Mon-Fri

Second Floor, West Wing

The Ambulatory Procedure Unit is also referred to as “Same Day Surgery”. Your doctor schedules you for a surgical procedure that may or may not require admission to the hospital. In this unit, we strive to make this experience a positive one. We will prepare you for admission to the hospital or to go home from surgery THAT DAY safely and comfortably.

ARMED SERVICES BLOOD BANK CENTER

646-9939

Bldg. 968, Camp Foster

Blood Donor Recruiter 646-9939

The Armed Services Blood Bank Center (ASBBC) is the seat of blood operations and the sole source of blood products for the entire U.S. Pacific Command’s eight medical treatment facilities. In addition, the ASBBC provides blood product service support to various ships and operations across the Pacific Theater. The blood supplied by the center directly supports the health and welfare of over 189,000 active duty service members, Department of Defense civilians, and dependents across the region.

AUDIOLOGY

646-7890

Second Floor, Building 972

Our clinic provides you with audiology services. Services include audiograms (hearing tests) and infant hearing screenings. Hearing aide evaluations and fittings are available on a referral basis.

Dental/Oral Surgery Clinic

646-7862

Third Floor, East Wing

Dental appointments are military commitments and as such, have priority over normal duty requirements. Retirees and their family members are eligible beneficiaries who will receive services rendered on a space available basis or by appointment when possible.

After hour dental emergencies are provided for you at Evans Dental Branch Clinic (645-7381) located on Camp

Foster or Drinkhouse Dental Clinic (623-4657) at Camp Hansen.

DEPLOYMENT HEALTH CLINIC (DHC)

646-9564

0730-1600 Mon, Tue, Wed, Fri

0730-1130 Thu

Second Floor, Building 972

The Deployment Health Center provides medical care to pre-deploying or post-deployed personnel. We offer highly qualified mental health providers who will address your deployment-related mental health needs.

DERMATOLOGY CLINIC

646-7228

0730-1600 Mon-Fri

Second Floor, East Wing

The Dermatology Clinic treats diseases and conditions of the skin. Appointments are obtained by a consult and referral from your Primary Care Manager (PCM).

EDUCATIONAL INTERVENTION & DEVELOPMENTAL SERVICES (EDIS)

634-2740

634-2747

0730-1630 Mon-Fri

Kadena Air Base, Building 9497

EDIS provides early intervention services and related services assigned to eligible military and civilian children and their families with special needs.

EMERGENCY DEPARTMENT

646-7312

First Floor, West Wing

To request an ambulance:

From on base dial 911

From off base or cell phone dial 098-911-1911

POISON CONTROL

646-7311

The Emergency Department exists for the immediate treatment of life threatening, limb threatening, or other serious illness or injury. Open 24 hours a day, 7 days a week.

Clinical Services

EAR, NOSE & THROAT CLINIC (ENT/OTOLARYNGOLOGY) **646-7725**

Third Floor, East Wing

The ENT Clinic offers a full range of consultative and surgical services, including endoscopic sinus and airway surgery, reconstructive/trauma repair, otologic (ear), snoring/sleep apnea, and pediatric services. Appointments are obtained by a consult and referral from your Primary Care Manager.

FAMILY MEDICINE CLINIC **646-7517**

First Floor, East Wing

Family Medicine provides primary care for dependants, retirees, and other eligible beneficiaries.

GENERAL SURGERY CLINIC **646-7221**

Second Floor, East Wing

The General Surgery Clinic offers a full range of general surgical services, including head and neck, thoracic, abdominal, and pediatric surgical services. Patients must be referred by their Primary Care Manager (PCM) and are seen by appointment only.

HEALTH PROMOTION **646-7912**

Second Floor, Building 972

The Health Promotion Office administers health and wellness programs for both active duty and non-active duty beneficiaries. Available classes and individual consultations include: tobacco cessation, nutrition & weight management, and heart health.

IMMUNIZATIONS CLINIC **646-7598**

Second Floor, East Wing, (Located in the Pediatrics Clinic)

The Immunizations Clinic provides immunization services to active duty personnel, civilian employees, retirees, and beneficiaries of all ages and from all military components.

INTERNAL MEDICINE CLINIC **646-7714**

Second Floor, East Wing

This clinic specializes in non-surgical illnesses of adults, providing specialty services in Cardiology, Dermatology, Neurology or Pulmonology. Please check-in at the Internal Medicine Department front desk if you have an appointment.



Clinical Services

LABORATORY

646-7357

Second Floor, West Wing

The Laboratory conducts outpatient specimen collections. In most cases, your doctor will order laboratory testing in the hospital computer system so your identification card is all that is required when you come to the laboratory. For special testing, your doctor or clinic may give you a paper laboratory request to bring with you to the laboratory. No appointments are necessary.*

*For 3 hour Glucose tolerance test and semen analysis, you must make an appointment.

MENTAL HEALTH CLINIC

BLUE TEAM Third Floor, East Wing

646-7135

GOLD TEAM Fourth Floor, West Wing

646-7645

Child & Adolescent Mental Health Clinic,

First Floor, Building 972

646-9536

The Mental Health Clinic offers a wide variety of outpatient mental health services. This department works closely with the Substance Abuse Rehabilitation Department, Case Management Department, Family Advocacy, Educational & Developmental Intervention Services and the mental health counseling services offered at the Personal Services Center. Entry into this clinic is by provider referral and patient self referral.

NEUROLOGY CLINIC

646-7853

Second Floor, East Wing

The Neurology Clinic evaluates and manages adult patients who have disorders of the neurologic system. Children are seen on a case-by-case basis in conjunction with telemedicine consultation from a Pediatric Neurologist. Appointments are obtained by referral from your Primary Care Manager (PCM).

NEUROSURGERY CLINIC

646-7099

Second Floor, East Wing

The Neurosurgery Clinic evaluates children and adults with surgical conditions affecting the brain, spinal cord, spine

and peripheral nerves. Appointments are obtained by a consult and referral from your Primary Care Manager (PCM). surgical conditions affecting the brain, spinal cord, spine and peripheral nerves. Appointments are obtained by a consult and referral from your Primary Care Manager (PCM).

NUTRITION CLINIC

Second Floor, East Wing,

A consult from your Primary Care Manager (PCM) is needed to obtain access to this service. You will receive instructions and educational materials regarding your diet.

OBSTETRICS & GYNECOLOGY CLINIC

646-7267

Third Floor, West Wing

The OB-GYN clinic is committed to providing comprehensive care and enhanced services designed exclusively for women. All of our services are provided in a courteous, compassionate and confidential environment. Appointments are obtained by physician referral only.



Clinical Services

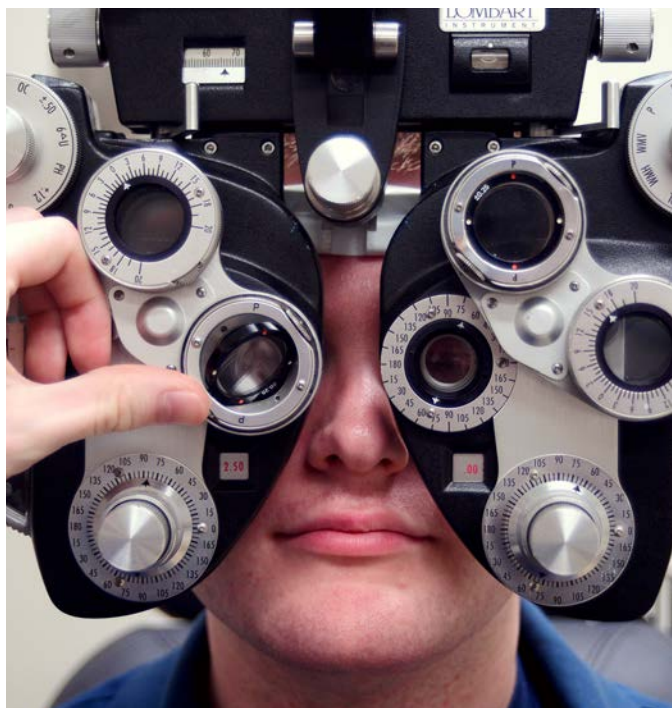
OCCUPATIONAL MEDICINE CLINIC

646-7170

0600-1930 Mon-Fri

2nd Floor, Building 972

Occupational Medicine provides occupational medical surveillance and certification examinations for active duty personnel and civilian employees. This clinic provides a variety of medical programs, including blood-borne pathogens, radiation health, reproductive hazards, asbestos screening, pre-placement examinations, and epidemiologic investigation of occupational illness.



OPHTHALMOLOGY CLINIC

646-7115

0800-1600 Mon-Fri

Third Floor, East Wing

Ophthalmology provides care for medical and surgical diseases of the eye. You will need a consult and referral from your Primary Care Manager for an appointment. We do not offer laser eye correction such as PRK, Lasik, Lasek, ICL, etc.

OPTOMETRY

646-7387

0730-1600 Mon-Fri

Third Floor, East Wing

The Optometry Clinic provides comprehensive vision examinations, spectacle ordering, and diagnosis and treatment of eye diseases and injuries. Contact lens fitting services are not available unless you are enrolled in the Aviation Contact Lens Program or have a sight-threatening need.

ORTHOPEDIC CLINIC

646-7351

0730-1600 Mon-Fri

FRACTURE CLINIC

0730-0830 Mon-Fri

First Floor, East Wing

The Orthopedic Clinic provides outpatient and surgical treatment of traumatic, chronic, acquired and congenital musculoskeletal conditions. The fracture clinic handles acute injuries referred through the Emergency Department and or branch clinics. All other appointments for this clinic are made by Primary Care Manager referral only.

PAIN MANAGEMENT CLINIC

646-7638

Hours: On referral only

Second Floor, West Wing

The Pain Management Clinic provides comprehensive chronic pain evaluations and interventional pain procedures. Appointments are obtained by referral from your Primary Care Manager.

PEDIATRICS CLINIC

646-7304

Second Floor, East Wing

The Pediatric Department provides well-baby care and treatment of childhood illnesses and other conditions on an outpatient basis. Well child appointments are provided at 2 weeks, 2, 4, 6, 9, 12, 15, 18 and 24 months and then annually thereafter.

Clinical Services

PHARMACY

646-7191

First Floor, West Wing

Automated Refill Line **646-7999**

Outpatient Pharmacy hours of operation are Monday through Friday: 7 a.m. - 7 p.m. and Saturdays from 7 a.m. to 5 p.m. Closed Sundays and Holidays. Inpatient and Emergency Room services available 24 hours a day.



PHYSICAL THERAPY/OCCUPATIONAL THERAPY

646-7430

0730-1630 Mon-Fri

First Floor, East Wing

Physical Therapy provides consultation, evaluation, and treatment for most medical specialties with an emphasis on orthopedic conditions. Occupational Therapy provides consultation, evaluation, and treatment for most medical specialties with an emphasis on orthopedic elbow, hand, wrist, and digit conditions. A consult and referral from your Primary Care Manager (PCM) is needed to obtain access to this clinic.

RADIOLOGY

646-7444

0730-1630 Mon-Fri

First Floor, West Wing

The Radiology Department divided into two divisions, Diagnostic and Imaging, offering various services from general routine x-rays to specialty studies. Please check-in at the front desk for all Radiological appointment such as CT, MRI, Mammography, Nuclear Medicine, Ultrasound and/or basic X-rays.

SUBSTANCE ABUSE REHABILITATION DEPARTMENT

646-9521

First Floor, Bldg. 972

SARD's mission is to provide timely, consistent and effective care for active duty military members and other eligible beneficiaries with substance abuse and/or gambling disorders, which interfere with their occupational and interpersonal functioning.

UROLOGY CLINIC

646-7168

0730-1630 Mon, Wed, Thu, Fri

Second Floor, East Wing, in the Internal Medicine Clinic

Urology is the surgical sub-specialty caring for surgical disorders of the adrenal glands, kidneys, ureters, bladder and male genitourinary tract.



VAL HOSPITAL
WA JADA

Inpatient Wards

Our wards feature breathtaking views of Okinawa and the surrounding ocean, contributing to a patient-centered healing environment.



MENTAL HEALTH INPATIENT FACILITY

Fourth Floor, West Wing

For information, please call the U. S. Naval Hospital Quarterdeck at 646-7555.

MOTHER-INFANT CARE CENTER

TRIAGE 646-7182

NURSE'S STATION 646-7176

Third Floor, West Wing

The Mother-Infant Care Center (MICC) offers a state-of-the-art birthing experience for expecting mothers and their families. There are 14 patient Suites incorporating the modern concept of a single room used for each phase of the delivery experience: labor, delivery, recovery, and post-partum care. Each Suite features a private bathroom, sleeping accommodations for an additional family member, and panoramic views of Okinawa and surrounding ocean.

Inpatient Wards

NEONATAL INTENSIVE CARE UNIT 646-7555

Third Floor, West Wing

The Neonatal Intensive Care Unit (NICU) provides comprehensive care for sick and premature newborns. It is a part of the 18th Medical Group at Kadena Air Base, housed in U.S. Naval Hospital Okinawa, Japan. It is staffed by neonatologists (pediatricians who specialize in intensive care of sick and premature newborns), registered nurses, medical technicians and corpsmen. As the only Department of Defense NICU in the Western Pacific, it serves as a consultation and referral service for infants throughout the region to include Guam, Korea and mainland Japan, providing aeromedical evacuation services to Okinawa and CONUS when required.

Visitation Policies: Parents may visit at any time, with two exceptions. For patient privacy, visitors are asked to leave during change-of-shift report, which takes place 0530-0630 and 1730-1830.

Only 2 visitors are permitted at each bedside; this includes parents. If friends or other relatives wish to visit, a parent must accompany them.

Parents need to provide a copy of the siblings shot records before they can visit. All siblings under the age of 13 must wear a mask during visitation. Parents must supervise their children at all times. Some babies may be too sick to tolerate loud noises; to minimize stimulation and stress, siblings may need to wait outside the unit.

INTENSIVE CARE UNIT (ICU)

ADMIN 646-7800

MAIN NURSE'S STATION 646-7801

NURSE'S STATION 646-7804

Second Floor, West Wing

The Intensive Care Unit cares for patients who require continuous advanced monitoring. Our population ranges in age from infants to senior adults.

Visiting Hours: The hospital has open visiting hours. We encourage patients and family members to be active partners in the care we provide. Open communication between staff, patients, and your family is an essential part in providing the best care possible.

We do request that all visitors use the doorbell located next

to the entrance of the ICU. A staff member will open the ICU door for you. Quiet hours are 2200 to 0700. To respect the privacy of all our patients overnight guests are prohibited. We do make an exception for pediatric patients. One (1) parent/guardian is encouraged to spend the night with their child. This will help allay fears and provide comfort to your child. The only reason we would not be able to accommodate this would be if the stay interfered with your child's medical treatment. Parents are not to sleep in the bed with their child. Parents may request a reclining chair for your comfort.

Visitors: To protect our patients from potentially infectious organisms and guard the privacy of all patients we reserve the right to limit the number of visitors at any time. We ask that no more than two visitors are at the bedside at a time. The patient bathroom is not for visitors use. The visitors bathroom is located in the ICU waiting room located outside the entrance of the unit. We do not recommend bringing children under the age of 12 to the unit. This is out of concern for safety and the possible exposure or spread of infectious disease. If a child is brought on the unit, they must remain under the direct supervision of a responsible adult at all times.



Inpatient Wards



MULTI-SERVICE WARD (MSW)

646-7555

NURSE'S STATION 646-7518

Fourth Floor, West Wing

The MSW is an inpatient ward that cares for a wide variety of medical and surgical patients.

Visiting Hours: The hospital has open visiting hours. We encourage patient and family members to be active in the care we provide. Open communication between staff, patients, and your family is an essential part in providing the best care possible. Due to the busy nature of MSW, the preferred visiting hours are 1000 to 2000 daily. Quiet hours are 2200 to 0700. We do request that all visitors report to the nursing station prior to entering a patient's room.

To respect the privacy of all our patients overnight guest are prohibited. We do make an exception for pediatric patients. One parent/guardian should remain with the child during their hospital stay This will help to allay fears and provide

able to accommodate this would be if the stay interfered with your child's medical treatment. Parents are not to sleep in the bed with their child. However, parents may request a reclining chair for your comfort.

Visitors: To protect our patients from potentially infectious organisms, we reserve the right to limit the number of visitors at any time. It is recommended that only two (2) visitors be at the bedside at one time. Patient bathrooms are not for visitors use. The visitors' bathrooms are located directly outside the entrance to the ward. It is not recommended to bring children under the age of 12 to the ward. This is out of concern for safety and the possible exposure or spread of infectious disease. If a child is brought on the ward, they must remain under the direct supervision of a responsible adult at all times.

Branch Medical Clinics



BRANCH MEDICAL CLINIC FUTENMA

636-3570

MCAS Futenma, Bldg. 676

Active Duty Only



BRANCH MEDICAL CLINIC KINSER

637-4995

Camp Kinser, Bldg. 1460

Active Duty & Family Medicine Services



BRANCH MEDICAL CLINIC HANSEN

623-4623

Camp Hansen, Bldg. 2386

Active Duty Only

Branch Medical Clinics



EVANS CLINIC

645-7372

Camp Foster, Bldg. 449

Active Duty Only



BRANCH MEDICAL CLINIC SCHWAB

625-2260

Camp Schwab, Bldg. 3510

Active Duty Only



BUSH CLINIC

622-7632

Camp Courtney, Bldg. 2490

Active Duty & Family Medicine Services



PUBLIC HEALTH & BEHAVIORAL HEALTH (BLD 972)

Located directly across the parking lot from the hospital's main entrance is U.S.N.H Okinawa's Public Health & Behavioral Health center (Building 972). The building is home to Occupational Medicine, Audiology, and many other clinics.

Resources

SHOPPETTE & FOOD COURT

First Floor, Quarterdeck Entrance

An Army & Air Force Exchange Service (AAFES) shoppette is located on the first floor near the main entrance. The shoppette offers cards, flowers, magazines, snacks, candy, and sundry items for the convenience of our patients and their families. In addition, self-service vending machines are available 24 hours a day in the food court area adjacent to the shoppette. The food court area also has a SUBWAY™ and a coffee kiosk for the enjoyment and convenience of our guests.

HOSPITAL GALLEY

Basement Level

A wide variety of fresh food and hot meals is served at the hospital cafeteria, located on the Basement level. The facility is open to patients and visitors during meal hours, and accepts cash and credit cards. Take out meals are also available.

Breakfast: 6:00 a.m. - 7:30 a.m.
Lunch: 11:00 a.m. - 1:00 p.m.
Dinner: 4:00 p.m. - 6:00 p.m.

TAXI SERVICE

Commercial taxi service is available for patients from base to base or for services in town. For service, contact off-base numbers 937-2467, 939-1660 or 892-0660 (prefix with 99 when on-base). Assistance with calling a taxi is available at the hospital Information Desk.

BARBER SHOP

First Floor, West Wing

Barber shop services are available on the first floor. Haircuts available by appointment (stop by and sign up for an available slot) and walk-in customers are accepted on a space-available basis.

AMERICAN RED CROSS

645-3800

First Floor, West Wing

The American Red Cross manages the hospital's volunteer program and welcomes you to volunteer your time and energy. The hospital Red Cross office is a satellite of the main office located on Camp Foster. The American Red Cross on Camp Foster can be reached at 645-3800.

THE GREEN LINE BUS SERVICE

645-3843

The Green Line shuttle is available for those patients who must travel from within Camp Foster or base-to-base. The hospital bus stop is located at the shelter near the entrance to the hospital parking lot at the end of Tarawa Road.

For information on the shuttle bus, visit the MCB Butler web site at <http://www.mcbbutler.usmc.mil>.



Building Information



PARKING

Patient parking is available in the main parking lot off of Tarawa Road near the front entrance of the hospital and also at the back entrance of the hospital for Emergency, Family Medicine and Pediatrics patients. Handicapped parking spaces are available, as well as specially marked spaces for the safety and convenience of pregnant mothers and mothers with small children.

HOSPITAL ACCESS

The hospital may be accessed easiest through the commissary gate (Gate 5) or the Spot gate (Gate 4), then traveling up Tarawa. Detailed directions are on page 25 of this guide.

IDENTIFICATION BADGES

All hospital personnel are required to wear an identification badge in plain view. You may ask staff members involved in your care to identify themselves and show their badge at any time.

SMOKING POLICY

U.S. Naval Hospital Okinawa, Japan is a tobacco-free facility. Smoking is not permitted anywhere but the designated outdoor smoking areas.

*If you are interested in quitting tobacco, we can help. Call our Health Promotion office at 646-7912 or talk to your Primary Care Manager to get started.

WIRELESS INTERNET

The hospital has select locations where patients and visitors can access the internet through their laptops and mobile devices free of charge. "Hotspots" include:

- Pharmacy Waiting Area
- Emergency Department Waiting Room
- Ambulatory Procedure Unit (APU) Waiting Room
- Post-Anesthesia Care Unit (PACU) Waiting Room
- Neonatal Intensive Care (NICU) Lounge
- Mother-Infant Care Center (MICC) Lounge
- Multi-Service Ward (MSW) Lounge

Billing Process Information

The Uniform Billing Office (UBO) at U.S. Naval Hospital Okinawa, Japan has put together the following information to help you walk you through the billing process. If you have questions or concerns, please contact the UBO.

BILLING PROCESS INFORMATION

The UBO (located in the First Floor, East Wing of the hospital) accepts checks, money orders, and credit/debit cards for Centralized Receivables Service (CRS) payments.

1. An itemized bill will be generated and reviewed for accuracy within 30 days from the date of service.
2. Within 60 days, the bill will be loaded into CRS who will send out a bill the following business day.
3. CRS bill is due within 60 days from the invoice date – See CRS invoice for payment timeline. Please take one of the following actions:

Option A: Pay the full bill initially. Submit the itemized invoice along with the paid receipts to your medical insurance provider and wait to be reimbursed. Please ask your insurance to send payment to you.

Option B: Wait for insurance. Submit the itemized invoice along with any paid receipts to your medical insurance provider and wait to be reimbursed. Please ask your insurance to send payment to you.

Option C: Coordinate payment plan with CRS while waiting for insurance. 1) File the itemized invoice with your medical insurance provider. 2) Contact CRS at 855-549-2684 to set up a “payment plan”. You have 6 months to make payments while you work with your insurance. Please ask your insurance to send payment to you.

4. Contact UBO for any questions or concerns at USN.NHOKICollectionOffice@mail.mil OR 646-7213

5. Prior to leaving Okinawa, please contact UBO to audit your account and verify contact information.

IMPORTANT: If you do NOT make any payments to CRS, your bill will be forwarded to FedDebt for collections after 60 days which will likely accrue interest charges, administrative costs, and penalties. These costs can be severe and in most cases are non-reimbursable.

Helpful Information:

If your Medical Insurance Provider requests additional information, please contact Outpatient Records to request your medical records:

- Email usn.butler.navhospokinawaja.mesg_outpatientrecords2@mail.mil
- Call 646-7684

Please contact the Civilian Assignment Program Manager located in the TRICARE Service Center Office via email at USN.NHOKITRICARE@mail.mil or by phone at 646-7700 in order to:

- Update your contact information, e-mail, address, and rotation dates (every 6 months)
- Transfer or retire this year
- Update a Letter of Employment
- Capture a change in dependent status (age, marriage, birth, college, etc.)
- Update a change to employment since original enrollment

Have you registered your email to receive electronic bills yet? Contact UBO to update your email. You will receive an electronic notice of a bill, which will direct you to Pay.Gov where you can locate your CRS bill.

How to Pay CRS Bills Online

Go to the following website - eBilling: <https://pay.gov/public/accesscode/>

Enter Access Code - Step 1

Please enter the data below to complete an access request provided to you by a government agency. Required fields are marked with a red asterisk *

* Access Code:

[Cancel](#)

*Each CRS invoice has a different Access Code.

You can find an Access Code on
1. Notification email from Pay.gov
2. PAYMENT OPTION(Page 5) on paper bill

Enter Access Code - Step 2

Please provide the correct answer to the question below. Required fields are marked with a red asterisk *

If you do not know the answer, please contact BUMED CRS Customer Service at (855) 549-2684

Access Code:

Agency Name: DODUSNNH

Application Name: Naval Hospital Okinawa CRS payments

* Question:

What is your 5-digit mailing Zip Code?

* Answer:

[Cancel](#)

My Bills

Pending (1)

Sort by ▾

Naval Hospital Okinawa CRS Payments

Application Name: Naval Hospital Okinawa CRS payments

Agency Tracking ID:
Status: Viewed

Billing Account Number:

Date Posted:
Date Due:

Naval Hospital Okinawa CRS Payments

Before You Begin | **1 View Bill** | 2 Enter Payment Info | 3 Review & Submit | 4 Confirmation

U.S. Department of Defense
Navy Bureau of Medicine and Surgery (BUMED)
Naval Hospital Okinawa
P.O. Box 2411
Oshkosh WI 54903



INVOICE
Centralized Receivables Service
CRS INVOICE NUMBER:
AGENCY REFERENCE:
INVOICE DATE:

TOTAL AMOUNT DUE \$
[Select Attachment to View](#) [View PDF or Excel](#)
[Demand With Due Process Letter -](#)

[Cancel](#)

Click here

*We recommend first you download PDF of whole bill include detailed information at View bill because you can't see the bill after you make a payment.

Important Travel Information

Okinawa's location makes it an ideal starting point for travel to areas throughout Asia. Many servicemembers, family members and DoD civilians take advantage of this and utilize leave to travel abroad or visit family and friends stateside.

IMPORTANT INFORMATION ABOUT MEDICAL CARE WHILE TRAVELLING

Routine care is generally not authorized outside of the TRICARE enrollment region (TRICARE Overseas). All routine care must be prior authorized.

Seek emergency care immediately. Contact International SOS TRICARE (1-877-678-1208) within 24 hours after Emergency Room care. Remember to bring any CONUS medical reports back with you.

TRAVEL MEDICINE CLINIC

Nothing can ruin a vacation like food poisoning or illness. Our Travel Medicine Clinic can help keep you healthy while abroad. They'll help you ensure that your immunizations are in order, advise on food/items to avoid, and much more! Keep your vacation healthy, fun, and safe. Call the Travel Medicine Clinic at 646-9547 to make an appointment.

BEFORE YOU TRAVEL...

Before you take that vacation, head to:

<http://www.tricare.mil/FindDoctor/Traveling/BeforeYouTravel.aspx>

You can use the checklist to prepare just in case you need care when you're traveling. From updating your personal information to finding a network pharmacy where you're traveling (just in case), this site has it covered.

TRICARE OVERSEAS PACIFIC (TOP) COUNTRY SPECIFIC WALLET CARD

You have your bags packed... Your passport is ready... But do you have a TRICARE Overseas Pacific (TOP) Country Specific Wallet Card? Print out this wallet-sized card that includes all the important TRICARE contact info you may need while traveling. Download it at:

<http://www.tricare-overseas.com/ContactUs/default.html>

QUESTIONS?

If you have questions, you can contact the TRICARE Beneficiary Service Representatives (BSR) at 646-7700 or the Beneficiary Counseling Assistance Coordinator (BCAC) at 646-7701. You can visit the TRICARE office located on the first floor of the hospital from 7:30 a.m. to 4 p.m. , Monday through Friday. Patients with questions regarding the referral processes prior to leaving for CONUS can call Referral Management at 646-7330.

TOP Country-Specific Wallet Card: JAPAN	
TRICARE Pacific <small>(Asia, Guam, India, Japan, Korea, New Zealand, and Western Pacific remote countries)</small>	Singapore: 1-877-678-1208 (stateside) sin.tricare@internationalsos.com Sydney: 1-877-678-1209 (stateside) sydricare@internationalsos.com
Local 911/Emergency Service	
Customer Service Regional Direct	+(65)6339-2676
Customer Service Toll Free*	0120-983990 (See note ++)
Customer Service Toll Free* Access Number	Not Required
Medical Assistance Regional Direct	+ (65)6338-9277
Medical Assistance Toll Free*	0120-310200 (See note ++)
Medical Assistance Toll Free Access Number	Not Required
<small>* Toll free is not an option in every location. If a toll free number is not listed, please use our regional direct customer service number. If toll free is available and there is an access number listed, please dial the access number prior to dialing the toll free number. Note: Toll free service may be discontinued at any time due to local country restrictions. ++Use this number to contact International SOS from the country where you are currently located.</small>	

TOP Country-Specific Wallet Card: JAPAN	
Useful Resources	TRICARE Web site: www.tricare.mil Sign Up to Receive Email Updates: www.tricare.mil/subscriptions Update DEERS: http://milconnect.dmdc.mil TRICARE Fact Sheets, Handbooks, Newsletters, Briefings: www.tricare.mil/smart Frequently Asked Questions: www.tricare.mil/faqs
Your TRICARE Overseas Contacts	Primary Provider: _____ Specialist Provider #1: _____ Specialist Provider #2: _____ Pharmacy: _____ In-Country Hospital: _____ o Administrative: _____ o Emergency: _____ Other Emergency Numbers: _____ U.S. Embassy: _____

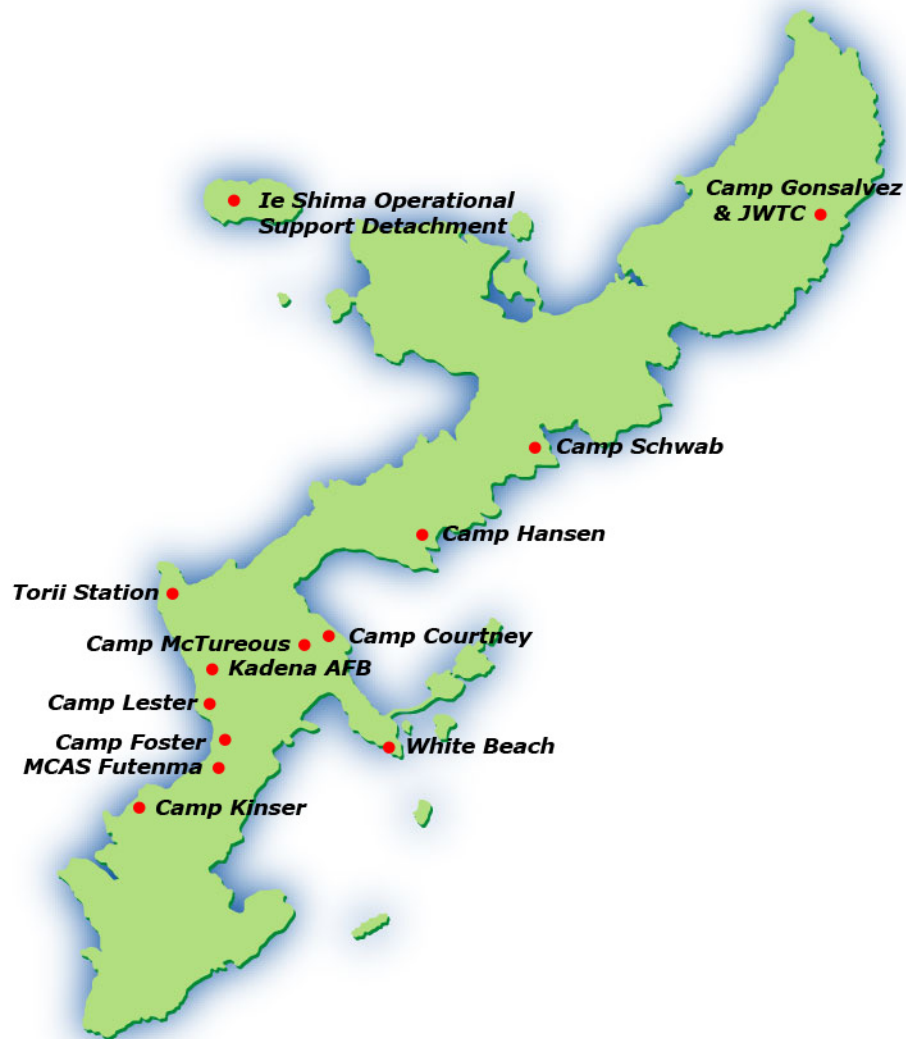
Location

FROM KADENA AIRBASE

1. Head south onto Highway 58.
2. Turn left onto Route 130 and immediately get into the right turning lane.
3. Turn right and enter Camp Foster's Gate 4 (the Spot Gate) and continue on Stillwell Drive.
4. Proceed through the traffic light and make a left onto Tarawa Road. Continue to the top of Tarawa Road.

FROM M.C.A.S. FUTENMA OR CAMP KINSER

1. Head north on Highway 58.
2. Proceed through the Route 81 intersection and get into the right turning lane.
3. Turn right and enter Camp Foster's Gate 5 (Commissary Gate).
4. Proceed on Stillwell Drive, just past the sport's field, and turn right onto Tarawa Road.
5. Continue to the top of Tarawa Road.



Useful Phone Numbers

Listed below are emergency telephone numbers and other information that is frequently used by patients. It is recommended that you enter the telephone numbers into your phone so you have them if needed.

EMERGENCY TELEPHONE NUMBERS

AMBULANCE

ON-BASE **911**

OFF-BASE **911-1911**

FROM CELL PHONES **098-911-1911**

FROM VOIP/VONAGE PHONE SERVICE

11-81-98-911-1911

POISON CONTROL

646-7311

OFF-BASE

FROM CELL PHONES

EMERGENCY ROOM

646-7312

OFF-BASE

FROM CELL PHONES

DENTAL EMERGENCIES

WORKING HOURS 646-7862

AFTER HOURS, FOSTER AREA 645-7381

AFTER HOURS, HANSEN AREA 623-4657

KEEP UP TO DATE WITH U.S. NAVAL HOSPITAL OKINAWA, JAPAN ON THE WEB:

U.S. NAVAL HOSPITAL OKINAWA, JAPAN HOME PAGE:

WWW.MED.NAVY.MIL/SITES/NHOKI

LIKE US ON FACEBOOK:

WWW.FACEBOOK.COM/USNHO

PHYSICAL ADDRESS

U.S. NAVAL HOSPITAL OKINAWA, JAPAN

BUILDING 960, CAMP FOSTER

MAILING ADDRESS

U.S. NAVAL HOSPITAL OKINAWA, JAPAN

PSC 482 BOX 1600

FPO AP 96362-1600

FREQUENTLY USED TELEPHONE NUMBERS

U.S. NAVAL HOSPITAL OKINAWA, JAPAN INFORMATION DESK
646-7555

CLINICS

BUSH BRANCH MEDICAL CLINIC (COURTNEY)
622-7632

EVANS BRANCH MEDICAL CLINIC (FOSTER)
645-7372

FUTENMA BRANCH MEDICAL CLINIC
636-3570

HANSEN BRANCH MEDICAL CLINIC
623-4623/4328

KINSER BRANCH MEDICAL CLINIC
637-4995

FAMILY MEDICINE CLINIC
646-7517

SCHWAB BRANCH MEDICAL CLINIC
625-2104/2272

HEALTH PROMOTIONS **646-7912**

PHARMACY **646-7191/7186**
Automated Prescription Refills **646-7999**

SMART CLINICS

CAMP FOSTER **645-6999**

CAMP HANSEN **623-6561**

CAMP KINSER

Tropical Cyclone Conditions of Readiness (TCCOR)

Although the island can experience a typhoon any time of year, typhoon season runs from the first of June through the end of November.

Typhoons are a weather phenomenon also known as tropical cyclones or hurricanes. These storms are common enough to be considered a part of life in Okinawa. The Tropical Cyclone Conditions of Readiness (TCCOR) designate the storm threat and what actions to take.

TCCOR 5

Tropical Cyclone Condition of Readiness - 5:

Destructive winds of 50 (58 mph) knots or greater are possible within 96 hours. Please stay alert for any changes to TCCOR status. Monitor AFN radio or television and the 18th Wing Weather Service for updates and changes.

TCCOR 4

Tropical Cyclone Condition of Readiness - 4 :

Destructive winds of 50 knots (58 mph) or greater are possible within 72 hours. Please stay alert for any changes to TCCOR status. Monitor AFN radio or television and the 18th Wing Weather Service for updates and changes.

TCCOR 3

Tropical Cyclone Condition of Readiness - 3:

Destructive winds of 50 knots (58 mph) or greater are possible within 48 hours. Please stay alert for any changes to TCCOR status. Initiate preparatory actions such as performing general cleanup around homes and facilities, obtaining appropriate food and water supplies, checking emergency kits, and filling vehicles with fuel. Monitor AFN radio or television and the 18th Wing Weather Service for updates and changes.

TCCOR 2

Tropical Cyclone Condition of Readiness - 2:

Destructive winds of 50 knots (58 mph) or greater are anticipated within 24 hours. Remove or secure all outside items around facilities. Please stay alert for any changes to TCCOR status. Monitor AFN radio or television and the 18th Wing Weather Service for updates and changes.

TCCOR 1

Tropical Cyclone Condition of Readiness - 1:

Destructive winds of 50 knots (58 mph) or greater are anticipated within 12 hours. No school for DoDEA students. Students will return home or remain at home. Fill containers and bathtubs for emergency water use. Make a final check of food and emergency supplies. Please stay alert for any changes to TCCOR status. Monitor AFN radio or television and the 18th Wing Weather Service for updates and changes.

TCCOR 1C

Tropical Cyclone Condition of Readiness - 1 Caution:

Destructive winds of 50 knots (58 mph) or greater are anticipated within 12 hours; actual winds, including gusts, are 34-49 knots. Please stay alert for any changes to TCCOR status. All outdoor activities, except those in direct support of urgent military missions, will be discontinued. All non-emergency essential personnel will be released to quarters and will remain indoors. DoDEA teachers and staff will return home. Schools and base facilities/services, such as the Commissary and AAFES facilities, will close at this time. Personnel should remain alert and monitor AFN radio or television and the 18th Wing Weather Service for updates and changes.

At TCCOR 1C, routine admissions to the U.S. Naval Hospital Okinawa , Japan on Camp Foster and outpatient visits to the hospital and all Branch Medical Clinics on island will be suspended until Tropical Cyclone Condition of Readiness Storm Watch or All Clear. Emergency care is still available at the U.S. Naval Hospital. Appointments canceled due to typhoon conditions should be rescheduled by calling the appropriate clinics.

TCCOR 1 EMERGENCY

Tropical Cyclone Condition of Readiness - 1 Emergency:

Destructive winds of 50 knots sustained or gust factors of 60 knots or greater are occurring at a particular installation. All personnel will stay indoors away from windows. Outdoor movement will be restricted to lifesaving response actions. Please stay alert for any changes to TCCOR status. Monitor AFN radio or television and the 18th Wing Weather Service.



TCCOR-1R

Tropical Cyclone Condition of Readiness – 1 Recovery:

Destructive winds have subsided and are no longer forecasted to occur. All non-emergency essential personnel will REMAIN INDOORS while damage assessment and cleanup is accomplished. Personnel will remain indoors until the recovery process is declared complete (TCCOR All Clear). Continue to monitor AFN radio or television and the 18th Wing Weather Service for updates and changes.

TCCOR-SW

Tropical Cyclone Condition of Readiness – Storm Watch:

Winds are not forecast to exceed 50 knots sustained (the criteria for “destructive winds”) but there still exists a probability of high winds due to the proximity of the storm. All non-emergency essential personnel will REMAIN INDOORS until TCCOR-AC (All Clear). Please stay alert and continue to monitor AFN radio or television and the 18th Wing Weather Service for updates and changes.

TCCOR-AC

Tropical Cyclone Condition of Readiness – All Clear:

The storm is over and not forecast to return, and recovery efforts are complete. Resume normal activities. Begin general cleanup around homes and facilities. DoDEA students, teachers, and staff return to school during normal hours. Base facilities and services, such as the Commissary and AAFES facilities, will reopen. Though the storm is over, be alert for hazardous conditions. Monitor AFN radio or television and the 18th Wing Weather Service for updates.

Routine admissions to the U.S. Naval Hospital Okinawa, Japan on Camp Foster and outpatient visits to the hospital and all Branch Medical Clinics on island will resume. Appointments canceled due to typhoon conditions should be rescheduled by calling the appropriate clinics.

EXPECTANT MOTHERS

Pregnant mothers at 37 weeks or greater are advised to come to the hospital when TCCOR 1 Caution is announced. Please check in at the Quarterdeck and expect to remain onboard until weather conditions are safe. Keep in mind that accommodations will be in a community setting and privacy will be limited. Due to space restrictions, you may bring only ONE adult with you (no children or pets please). For your comfort, we recommend that you bring:

- Sleeping bag & pillow
- Prescription meds
- Appropriate comfortable clothing
- Toiletries and towels
- Snacks
- Entertainment (playing cards, puzzles, games, books)
- Headphones for portable entertainment devices
- Small bills, change, and credit cards for the Galley

If you need medical care during your stay, you will report to the Mother Infant Care Center. If you do not need medical care, we will continue to provide you with shelter until cleared to return home.

SOURCES FOR TYPHOON INFORMATION & UPDATES

- www.shogunweather.com
- www.usno.navy.mil/JTWC/
- www.jma.go.jp/en/typh/
- www.wunderground.com/tropical/
- www.facebook.com/usnho

In addition, American Forces Network radio broadcasts live during typhoons. Tune in to AM 648 or FM 89.1 for typhoon updates and information.



A prescription for getting things done

With online services from RelayHealth your patients can:

- Book Appointments
- Request Medication Refills
- Request/Review Lab and Test Results
- Request a Referral
- Email Your Staff a Question

It's healthcare that clicks.

To register for online services visit <https://app.relayhealth.com>. Sign up today and start making your life easier.

