



*Caring
for our
warriors
and the
families
who
support
them*

**Welcome to
U.S. Naval Hospital Okinawa, Japan**

LEADERSHIP



CAPT D. KRULAK
COMMANDING OFFICER



CAPT T. HINES
EXECUTIVE OFFICER



CMDCM (SW/AW) E. JOHNSON
COMMAND MASTER CHIEF

OUR MISSION:

To support military readiness and promote, maintain, and restore the health of those entrusted to us.



IMPORTANT NUMBERS



U.S. Naval Hospital Okinawa

646-WELL (9355) (from DSN)

098-971-9355 (from cell)

Emergency 911

098-911-1911 (from cell)

911 (from DSN)

MASKS ARE REQUIRED

In accordance with the DoD policy and CDC guidelines:
ALL INDIVIDUALS entering this hospital or Branch Medical Clinics, must wear cloth face coverings.



Wear a mask that:

- Covers your nose and mouth.
- Fits snugly against the sides of your face and fits securely under your chin.
- Masks should be washed regularly.
- Always remove mask correctly and wash your hands after handling or touching a used mask.



NECK GAITERS & MASKS WITH ONE WAY VALVES ARE NO LONGER APPROVED.

This applies to all Marine Forces Japan service members, dependents, SOFA status civilians, and contractors.



HOSPITAL LOCATION



GIVE YOURSELF TIME

Please allow yourself plenty of time to park before your appointments.

Drive carefully and watch for changing traffic patterns, as we work to administer vaccines to all beneficiaries on Okinawa.



CLINICS ON OKINAWA



USNH Okinawa

Camp Foster (Evans)

Camp Kinser

MCAS Futenma

Camp Courtney (Bush)

Camp Hansen

Camp Schwab

USNHO Branch Health Clinics

- **Family Medicine Clinics**
- **Active Duty Only Clinics**

1,400 staff proudly serving the operational forces, their families and other beneficiaries

PRIMARY CARE CLINICS



Patient Centered Medical Home (PCMH)

U.S. Naval Hospital Okinawa Family Medicine
Branch Medical Clinic Kinser
Branch Medical Clinic Bush (Camp Courtney)

Marine Centered Medical Home (MCMH)

- Branch Medical Clinic Kinser
- Branch Medical Clinic Futenma
- Branch Medical Clinic Evans (Camp Foster)
- Branch Medical Clinic Bush (Camp Courtney)
- Branch Medical Clinic Hansen
- Branch Medical Clinic Schwab

**DEERS ELIGIBLE CIVILIANS / TRICARE OVERSEAS / TRICARE SELECT
HAVE ACCESS ON A SPACE-AVAILABLE BASIS**

**IT IS IMPORTANT THAT YOU SEE YOUR PCM AS
SOON AS POSSIBLE IF YOU HAVE:**

**A medical condition that you are seen
3 or more times a year for**

Need refills on a medication you take daily

Diabetes, Asthma or a heart condition

**If your child is 15 months old or younger
and needs a well child visit**

TRICARE PATIENT PORTAL

LOG ON OR CREATE AN ACCOUNT AT:
WWW.TRICAREONLINE.COM



[FAQs](#) | [Feedback](#) | [Quick Links](#) | [Resources](#) | [Contact Us](#) | [Log Out](#)

Today's Date: Tuesday, 21 May 2019, Last Login: 08 Apr 2019 @ 0809
[Switch to Mobile](#)

Military Health Care Facility: **NH Okinawa** ([update](#)) i
Family Sponsor **SAM SAILOR**



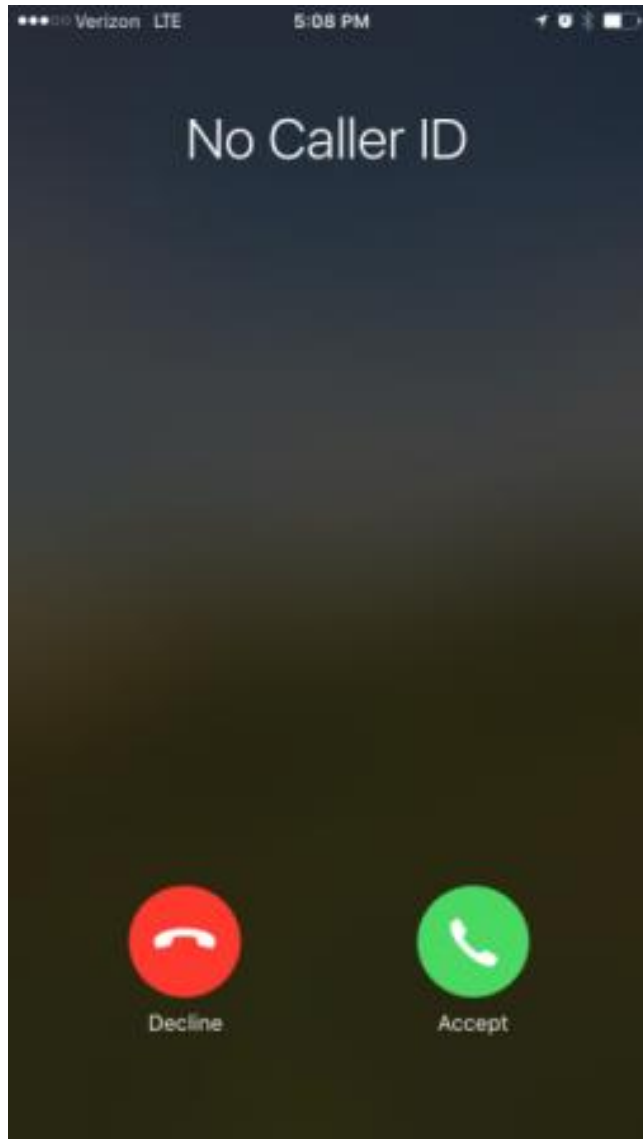
SECURE MESSAGING

**Not a TRICARE beneficiary?
Not a problem!**

**Eligible Civilians can still
Securely Message their clinics!**

**CALL YOUR CLINIC OR CREATE AN ACCOUNT AT:
<https://app.tolsecuremessaging.com/>**

PLEASE ANSWER



Don't "ghost" your doctor!
We are calling for a reason.



IF YOU CAN'T SHOW...
LET US KNOW!



UNITED STATES
NAVAL HOSPITAL
OKINAWA, JAPAN

Version 02 February 2017



WHEN YOU CALL 24 HOURS IN ADVANCE TO CANCEL AN APPOINTMENT, WE CAN OFFER IT TO OTHER PATIENTS.



WHEN SOMEONE "NO-SHOWS", IT MAKES IT HARDER FOR SOMEONE ELSE TO GET AN APPOINTMENT. IF YOU CAN'T SHOW, PLEASE LET THE HOSPITAL KNOW AHEAD OF TIME USING TOLSECUREMESSAGING.COM OR BY CALLING 646-WELL (098-971-WELL IF USING A CELL PHONE).

NO URGENT CARE ON ISLAND

GOT HEALTH QUESTIONS?

TALK DIRECTLY
TO A **REGISTERED**
NURSE 24/7

FROM CELL*: 0120996985

TOLL FREE: 0066-33-821820

STATESIDE: 888-901-7144

ONLINE WEB/VIDEO CHAT:

<https://mhsnurseadvice.com>

*mobile access with no international charge



NURSE
ADVICE LINE



**IF YOU ARE EXPERIENCING
COVID SYMPTOMS,
CALL BEFORE YOU COME
TO CLINIC OR ER FOR
SAFETY OF STAFF AND PATIENTS**

COVID CARE LINE

098-971-9691

EMERGENCY ROOM



**WHEN VISITING THE ER PLEASE
REMEMBER THE FOLLOWING:**

**THE MOST CRITICAL CASES
ALWAYS COME FIRST**

Loss of Life, Limb, or Eyesight

THE ER TO STABILIZE

*You should always follow-up with your PCM
for treatment plans and further diagnosis*

**YOUR AUDITORY PRIVACY
CANNOT BE GUARANTEED**

*Our modern ER layout
is designed to facilitate the
triage and treatment of
traumatic injuries and critical illnesses*



CURBSIDE PHARMACY

MON-FRI 8am-7pm & SATURDAYS 8am-5pm

1. YOU MUST MAKE THE PRESCRIPTION ACTIVATION CALL

Once a **NEW PRESCRIPTION** or **RENEWAL** is placed by your provider, **YOU MUST CALL THE PHARMACY TO ACTIVATE THE PRESCRIPTION PROCESS** at **098-971-9355, option 7, Option 2**

2. YOU DON'T HAVE TO WAIT AROUND

You do not have to wait in the drive thru while we process your order. *Your order will remain on the shelf for up to 10 days.*

3. PHARMACY WILL TEXT YOU WHEN YOUR ORDER IS READY

Processing times are normally longer than 60 minutes during peak hours.

The pharmacy will send a text message, when your order is ready for pick-up.

If you do not receive a text message within 90 minutes of your Prescription Activation Call, please call back to check on the status of your order.

4. IF YOU USE THE AUTOMATED REFILL LINE 098-971-7999, YOU WILL NOT RECEIVE A TEXT

If you called the Automated Refill Line at 646-7999, you will not receive a text message, your refill will be ready in 2 business days.



THINGS TO AVOID ON OKINAWA



GIANT EAST AFRICAN LAND SNAIL

Invasive species to Okinawa that can grow over 7 inches in length!

TRANSMITS PARASITES THAT CAUSE MENINGITIS

Don't touch the snails!

If your toddler eats one, take to the ER.

THINGS TO AVOID ON OKINAWA

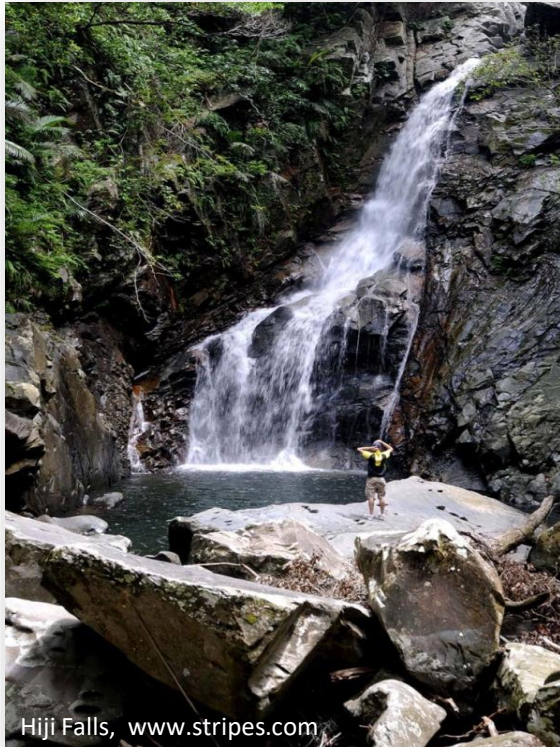
LEPTOSPIROSIS

Bacterial infection that may cause severe bleeding, liver failure, kidney failure, meningitis, acute respiratory distress, and **possibly death**.

Found in ***fresh water*** and soil, most cases in Okinawa come from waterfalls and streams on the north end of the island.

Avoid recreational activities involving fresh water, **Infection occurs through open wounds and contacts with mucosal membranes (eyes, nose, mouth)**. See your doctor for prophylactic antibiotics if the water cannot be avoided or if you fall in.

It affects humans and pets, get your dogs vaccinated



Hiji Falls, www.stripes.com

THINGS TO AVOID ON OKINAWA



FERAL CAT BITES

Cat colonies on Okinawa are unvaccinated
Bites on FACE, FINGERS, or HANDS, come to ER same day

THINGS TO AVOID ON OKINAWA



PUBLIC & PARK RESTROOMS

Bring **SOAP**
& **HAND SANITIZER**
when using public
restrooms

*Most of these facilities
DO NOT STOCK
soap to wash hands*

CUSTOMER RELATIONS OFFICER

YOUR OPINIONS MATTER
How are we doing?



Ms. Christine Peterson



Rate us
from the comfort of
your home
or on the go at:

https://ICE.disa.mil/index.cfm?fa=site&site_id=1243



We strive to provide you with the best healthcare experience possible.

Your feedback enables us to evaluate our quality of service so we can continue to improve your patient experience and healthcare delivery.

Thank you for taking the time to rate us and provide your insight.

JOES SURVEY

WE CARE
WHAT YOU
THINK

Take the
**JOINT
OUTPATIENT
EXPERIENCE
SURVEY**

Joint
Outpatient
Experience
Survey



Take a few minutes to fill out the **Joint Outpatient Experience Survey (JOES)** when you get it by mail or email.

JOES is a survey that asks questions about your military healthcare experience.

It's secure and we won't share your personal information.

Your **JOES** responses tell us what we are doing right, and what we can do better.

UNIFORM BUSINESS OFFICE

BILLING OFFICE

Mon-Fri

7:30 am to 4:00 pm

DSN: 315-646-7213

CELL: 098-971-7213

**WE ARE UNAUTHORIZED TO BILL
INSURANCE FOR CIVILIANS**

VISITING FAMILY or FRIENDS?
Non TRICARE BENEFICIARIES will be billed

AVOID GOING TO COLLECTIONS

If your family member/friend is seen at USNHO,
YOU MUST visit billing office for paperwork

**MEDICARE/MEDICAID DOES NOT COVER
TREATMENT AT OVERSEAS MTF**

*Please check insurance for overseas eligibility.
See your passport Pg. 6*

TRAVEL INSURANCE IS A GOOD OPTION!

Family members can be surprised by the cost of
medications and emergency care.



SAME DAY BIRTH CONTROL CLINIC

THINK PINC

PINC - Process Improvement for Non-delayed Contraception

Female Active Duty Female TRICARE Beneficiaries

Walk-in Clinic - no referral required



- Emergency Contraception
- Birth Control Pills
- Birth Control Patches
- IUDs
- Nexplanon Implants
- Depo Provera Injections
- Tubal Ligation Counseling
- Contraception Counseling

***Vasectomy**
Counseling & Scheduling
is requested through your PCM



U.S. NAVAL HOSPITAL OKINAWA OB/GYN CLINIC

Tuesdays, 8am-11am

DSN: 646-7267 FROM CELL: 098-971-7267

Appointments are first come, first served

Wait times due to limited availability and social distancing requirements



Schedule your appointment today!

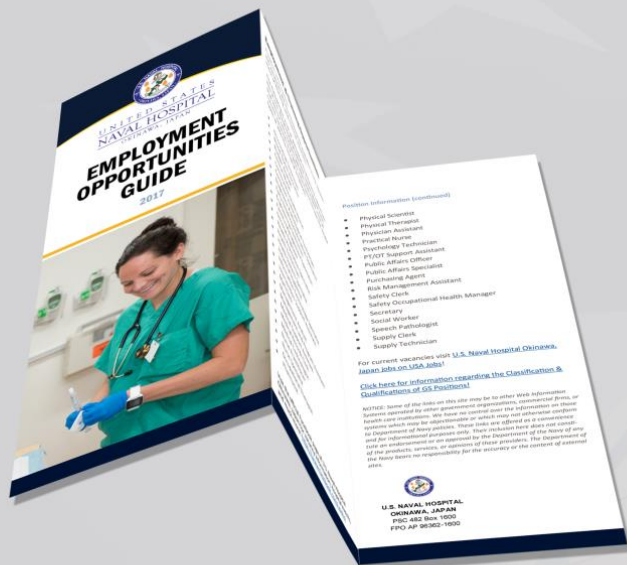
**Book online at:
www.militaryblood.dod.mil
or call: 098-971-9939**

**Give Blood. Give Life.
Donate Blood today!**

**The
Armed Services Blood Bank Center
on Okinawa
provides blood products to
support service members,
families
and SOFA status members
stationed across the entire Pacific.**

**That's more than 200,000 people
being supported by the generous
donors here on island.**

EVERY donation counts.



U.S. NAVAL HOSPITAL OKINAWA, JAPAN

employment opportunities guide

*APPLYING FOR A POSITION
WITH US JUST GOT EASIER!*

DOWNLOAD OUR GUIDE TO EMPLOYMENT!

U.S.N.H. Okinawa Civilian Personnel Liaison Office

Camp Foster Building 960, RM 4E0419

Phone: 646-7720 / 7717 / 7849

www.med.navy.mil/sites/nhoki



JUST SCAN THE QR-CODE & GET THE GUIDE!



UNITED STATES
NAVAL HOSPITAL
OKINAWA, JAPAN



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us on
Facebook

[www. Facebook.com/usnho](http://www.Facebook.com/usnho)



STAY CONNECTED WITH US



Find
us on
the web



[www. med.navy.mil/sites/nhoki](http://www.med.navy.mil/sites/nhoki)

2020 STATISTICS (WITH COVID)

318,298 PATIENT OUTPATIENT ENCOUNTERS

2,734 PATIENTS STAYED ON OUR WARDS

940 BABIES WERE DELIVERED

3625 SURGERIES

36,875 IMMUNIZATIONS GIVEN

18,834 ER VISITS

137,675 MEDICATIONS DISPENSED

30,250 CURBSIDE PHARMACY PICK-UPS