

Welcome to Tripler Pediatric, Adolescent, and Young Adult PCMH



Table of Contents

1. Welcome Letter, Location, Mission, Vision, and Values
2. Patient's Rights and Responsibilities
3. Meet Our Staff
4. Hours
 - PCMH Pediatrics, Adolescent & Young Adult Clinic
 - Walk-in Immunizations Clinic
 - Walk-in STI Clinic
 - Sunday Clinic (Newborn Only)
 - Wednesday Evening Clinic
5. Map & Parking
6. Services Available
7. Nutrition
8. Integrated Behavioral Health
9. DoD Pharmacies on Island/Pharmacy Refills
10. EFMP
11. How to Change Your PCM
12. Vaccination Road Map
13. ICE

*** Click a section on the TOC and go straight to that specific information!



Welcome to PCMH Pediatric, Adolescent & Young Adult Clinic

Aloha from the Tripler Pediatrics, Adolescent, and Young Adult Patient-Centered Medical Home (PCMH)! We prioritize you or your child to see their Primary Care Manager (PCM) or someone on their team whenever you call for an appointment. Families benefit from medical care from a consistent provider, and patients are usually much happier when they see familiar faces. Our PCMH team includes our highly qualified physicians, nurses, physicians in training, medics, medical administrative support assistants, pediatric psychologists, pharmacists, and nutritionists.

We proudly support and train high-quality future physicians, pediatricians, and family medicine practitioners.

Location

Pediatric, Adolescent, and Young Adult PCMH is located on the fourth floor of F-Wing on the Mountain side of Tripler Army Medical Center. Once you enter through the Mountainside entrance, which enters onto the fourth floor, turn right, and proceed directly into the Pediatric, Adolescent, and Young Adult PCMH.

Our Mission

To support military readiness and promotion of health by providing safe, patient-centered healthcare and developing the future generation of military providers in pediatric and adolescent medicine.

Our Vision

To be the premier, trusted medical home for newborn patients to 26-year-old by providing high quality, evidence-based, state of the art healthcare while fostering an environment of safety and satisfaction that promotes education and development of our 'Ohana.

Our Core Values

- Mutual respect
- Integrity
- Safe and efficient care
- Compassion and empathy
- Continuous improvement
- Teamwork
- Diversity
- Professionalism
- Flexibility
- Sustainability
- Adaptability
- Resiliency

Richard Rickley
CNOIC
Pediatric, Adolescent, and Young Adult PCMH
TAMC

Ingrid Yonkin, LTC, MC
Medical Director
Pediatric, Adolescent, and Young Adult PCMH
TAMC

Tripler Army Medical Center Patients' Rights and Responsibilities

All Medical Center and Dental Activity personnel will support these rights.

☐ Access to Care:

Patients have the right to medical and dental care and treatment consistent with available resources and accepted standards. Patients have the responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health.

☐ Participation in Care Planning:

The patient has the right to make informed decisions regarding his/her care, to be told of his/her health status and to be a part of care planning and treatment. The patient has the right to decide if family members will participate in his/her care. The patient has the right to be involved in ethical questions that arise regarding his/her care and to refuse treatment, including withholding resuscitative services, foregoing or withdrawing life sustaining treatment to the extent permitted by law. The patient has the right to choose a decision maker in the event the patient is incapable of understanding a proposed treatment or procedure or is unable to communicate his/her wishes regarding care.

☐ Advance Health Care Directive:

The patient has the right to have an Advance Health Care Directive which allows the patient to specify their health care wishes. The patient also has the right to name a person who would make health care decisions of the patient if he/she is unable to do so, to the extent permitted by law and hospital policy.

☐ Cultural and Religious Beliefs

The patient has the right to express spiritual beliefs and cultural practices, as long as these do not harm others or interfere with treatment. The hospital will provide pastoral counseling services for patients who request them.

☐ Communication Support

The patient has the right to effective communication or foreign and sign language interpreters. If any form of communication is withheld, including visitors, mail or telephone calls, the patient or his/her legal representative will be involved in the decision.

☐ Ethical Issues/Care at the End of Life

The patient has the right to be involved in ethical questions that arise in the course of his/her care. Decisions about care at the end of life will be handled with respect and sensitivity. If a patient or family would like to call an Ethics Committee member for help, please call 433-5780 during duty hours. During non-duty hours, contact the Acting Officer of the Year.

☐ Respect and Dignity:

Patients and visitors, to include those with special needs, have the right to considerate and respectful care, with recognition of personal dignity.

Patients should be considerate of the rights of other patients and medical and dental staff to include controlling noise and disturbances and following smoking policies. Staff will communicate with patients in a language or form understandable to the patient. Patients and visitors have the responsibility to inform the staff of any special needs or assistance that they require. Patients

and staff must respect the property of others and of the facility.

☐ Privacy and Confidentiality:

Patients have the right to privacy and confidentiality (as permitted by law and regulation) of all information concerning patient care or services.

This includes privacy of written and oral communication and privacy during personal care. Case discussion, consultation, examination and treatment will be conducted so as to protect each patient's privacy. The staff will take reasonable steps to ensure patient security.

☐ Protective Services

The patient has the right to access protective services. The names, addresses and telephone numbers of protective services agencies will be provided upon request.

☐ Identity:

Patients have the right to know at all times the name, professional status, and professional credentials of the health care personnel responsible for their care.

☐ Pain Management:

Patients have the right to respectful and responsive care, which includes treatment of symptoms, appropriate assessment, and management of pain.

☐ Refusal of Treatment:

Patients have the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of refusal.

☐ Research:

Patients must be advised if the facility proposes to perform research associated with his or her care or treatment. Patients have the right to consent or refuse to participate in any proposed research studies affecting care and treatment, and to have those studies fully explained prior to consent. Any refusal to participate will not compromise a patient's access to other Hospital services.

☐ Informed Consent:

Patients have the right to an explanation concerning diagnosis, treatment, procedures, and prognosis of illness in non-medical terms that the patient can understand prior to the start of any procedure and/or treatment requiring such consent, except in life threatening emergencies. In order to make knowledgeable decisions on treatment, patients and his/her family has the right to explanations regarding expected benefits, potential risk or complications prior to providing informed consent. The patient has the right to know of any medically significant alternatives for care or treatments. When it is not medically advisable to give such information to the patient, the information should be provided to appropriate family member(s) or, in their absence, another appropriate person. Patients are responsible for participating with the health care provider in designing a medical treatment plan to include follow up care that they will be able to comply with. This includes keeping appointments on time and notifying the facility when appointments cannot be kept.

☐ Medical Records:

Patients must ensure medical records are promptly returned to the medical facility for appropriate filing and maintenance when the patient transports records. All medical records documenting care provided are the property of the U.S. Government.

☐ Safety:

Patients and families have a responsibility to be involved with the staff as partners in their medical care, with the goal of safe patient care. The patient and family are responsible for:

- (a) Providing accurate and complete information about their health and condition, reporting unexpected changes in their condition, and reporting any perceived risks in their care.
- (b) Asking questions to understand their condition and what they are expected to do.
- (c) Following the recommended care plan or course of treatment.
- (d) Expressing concerns about their ability to follow the proposed plan or treatment and understanding the consequences of treatment alternatives and of not following the proposed course.

☐ Financial:

Patients have the right and responsibility to seek information from the Health Benefits Advisors regarding health care expenses. Patients and families are responsible for prompt payment of any financial obligation agreed to with the medical facility.

☐ Hospital Policies and Procedures:

Patients and visitors will be informed and need to follow the Medical Center's policies and procedures concerning patient care and conduct, to include policies regarding smoking, noise control and visitors. By following these policies, patients will help the Medical Center staff provide the best possible care for all beneficiaries.

☐ Requests for Assistance and Feedback:

Patients and families provide feedback about hospital services, needs and expectations to TAMC staff. Patients may request assistance from any member of the TAMC staff. Questions and recommendations regarding quality of medical care, policies, services or other concerns may be addressed to the Patient Representative at 433-6336 or the Inspector General at 433-6619.

Accepting outcomes/consequences if the care plan or course of treatment is not followed.

Patients have the right to be informed about the outcomes of care, to include those that differ significantly from the anticipated outcomes.

Responsible for:

to participate in any proposed research studies affecting care and treatment, and to have those studies fully explained prior to consent. Any refusal to participate will not compromise a patient's access to other Hospital services.

Get to know the Pediatric, Adolescent and Young Adult PCMH 'Ohana

Front Desk Staff:



Ms. Ava Sison – Medical Support Assistant

Credentials: MSA, ASCP

Languages: ENGLISH AND TAGALOG

About me: Originally from Manila Philippines, moved to Los Angeles, California and currently stationed here in Hawaii, I have been working in healthcare field for about 8 yrs. I am a proud mom of 4, a supportive Navy wife. I love to go hiking and spending time with my OHANA.



Ms. Kathleen Rickley – Medical Support Assistant

Credentials: MSA

Languages: English

About me: Aloha! I am originally from Pennsylvania. I joined the Department of Pediatrics in August 2022. In my spare time, I enjoy watching movies (especially the 80s & 90s). I am a proud military spouse who raised 4 sons through a 24 year career with 2 year long deployments....We ARE...PENN STATE!!

Health System Support:

Mr. Jerel Brooks



Credentials: N/A

Additional skills: N/A

Languages spoken: English

About me: Born and raised in Providence, Rhode Island, 21 year Army Veteran, Deployed to Iraq and Afghanistan Diehard fan of the 6-Time Super Bowl winning New England Patriots. Enjoys taking cruises and has been on over 10 cruises on Carnival Cruise Line Grandfather of 3 to Carlie & Charlie (Twins) and Ezzaria Favorite Candy: Swedish Fish Favorite Movie: The Shawshank Redemption Favorite TV Show: Law & Order SVU.

Licensed Practical Nurses and Health Technicians:



Ms. Julie Arceo – LPN

Credentials: COMPLETED 4 YEARS BACHELOR OF SCIENCE IN NURSING (CLDH-PHILIPPINES), ATTENDED WOMEN'S HEALTH RURAL MINI-RESIDENCY. Licensed Practical Nurse

Additional skills: BLS

Languages: ILOCANO, TAGALOG, ENGLISH

ABOUT ME: I was born and raised in the Philippines and migrated to the U.S. in 2008. I moved from L.A. California to Hawaii. I love listening to alternative genre type music and like to watch suspense movies. I am a mom of 4 (this includes 2 pooches 😊).



Ms. Pamela Binarao – LPN

Credentials: Licensed Practical Nurse

Additional skills: BLS

Languages: I'm fluent in English and can understand Tagalog.

About me: I was born and raised in San Diego, CA. I've been a practical nurse since January 2014. I enjoy game nights with friends, playing the piano, hiking, eating delicious cuisines, and spending time with family.



Ms. JoAnn Bailey- LPN

Credentials: Licensed Practical Nurse

Additional skills: BLS

Languages: English

About me: About me: Previously Paramedic, Firefighter from Maryland. Experience mostly in acute care/emergencies. Nursing for over 30 years. (At Tripler for 11 years.) Volunteer for Honolulu Marathons. Have 4 children, 4 grandchildren. Avid Baltimore Ravens fan. Love to travel, camp, swim, snorkel, kayak, hike, wineries...



Ms. Margaret Ann "Peggy" Chun- LPN

Credentials: Licensed Practical Nurse

Additional Skills: BLS, Immunizations Specialist

Languages: English

About me: I have been a pediatric nurse for more than 40 years. I grew up in HAWAII and call the island home. One of my greatest pleasures in life is babysitting children.



Mr. Marc Domingo – HT

Credentials: HT/CAN

Additional skills: BLS, Bilingual, Active Listener, Customer Service and many more!

Languages: English, Tagalog

About me: A Navy brat ☺ Born in San Diego, California. Raised in Japan, Hawaii, San Diego and the Philippines. Graduated from Far Eastern University, Former Nurse and Red Cross Emergency Response Unit in the Philippines. I love gaming on my PC!

Ms. Radiant Fuimaono – LPN

Credentials: LPN

Additional skills: BLS (AHA), PALS certified

Languages: English, Samoan

About me: I am Samoan by heritage. I was born in San Jose, California but was raised in American Samoa, a small island located on the equator on the Pacific Ocean. My hobbies include, reading and singing. I moved to Hawaii from American Samoa about 5 yrs ago and love being in another island. As an LPN, I have had a total of about 11 yrs of experience; the first 5 in Adult Med-Surg (to include the ER and the ICU in American Samoa) and the last 6 in the Pediatrics Clinic here at Tripler.



Ms. Inah Flores – LPN

Additional Skills: BLS

Languages spoken: English, Tagalog

About me: Hi, my name is Inah pronounced as “ee-nuh”. I love to try new cuisines and traveling around the world. My favorite place I’ve visited is Europe and favorite season is Winter. “Gluhwein” is my favorite Christmas drink. I’m shy at first but when you get to know me, I can be chatty and we can be good friends!



Ms. Mary Reuter – LPN

Credentials: Licensed Practical Nurse

Additional skills: BLS

Languages: English, Vietnamese

About me: Hi, I was born and raised in Monterey, California. I enjoy cooking, hiking, snorkeling, and traveling.



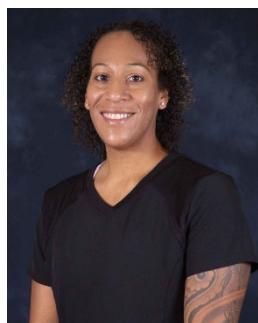
Ms. Marixenia Makaiau – HT

Credentials: Health Technician

Additional Skills: BLS

Languages: English, Spanish

About me: I am a native Spanish speaker born and raised in Panamá, South America. I started working in patient care in 2006 and started here at Tripler in 2017. My hobbies are hiking and running. I also love to travel and learn about different cultures and their traditions. I have been a military wife for 30 years and mother of 3 wonderful kids.



Ms. Dalrissa Marcq - HT

Credentials: HT, CMA

Languages Spoken: English

About me: I moved here with my family from Washington state in March 2021. I have 3 children. I love being in Hawaii with the fabulous weather and beaches. My favorite things to do are spending time with friends and family, going to the beach, and shopping.

Ms. Regina Ramos – HT

Additional skills: BLS

Languages spoken: English



Ms. Lola Elaine Smith – LPN

Credentials: LPN

Additional skills: BLS

Languages spoken: English

About me: Born and raised in St. Louis Missouri. Oldest of 4 children. Mother of 4, grandmother of 5. Married 28 glorious years. Began medical career as CNA and currently practicing as an LPN at Tripler Army Medical Center, Adolescent and Young Adult Clinic. I love horror movies, reading, and dancing.



Ms. Cindy Tran – HT

Credentials: Health Technician

Additional skills: I used to be a phlebotomist.

Languages spoken: Bilingual (Vietnamese and English)

About me: I have a basic nursing background with a BS Degree in Human Development and Family Studies. I enjoy giving my time and effort in taking care of patients, especially in the Pediatric Department. On days off, I like to spend time with my family because time is an essence.



Ms. Mikael “Miki” Wotring – LPN

Credentials: LPN

Additional skills: BLS

Language: English

About me: I’m just me, there is no one else like me. Be a good person, it is easier than pretending to be a good person.



Ms. Priscilla Young – LPN

Credentials: LPN

Additional skills: BLS

Language: English

About me: Born and raised on the island of Oahu and grew up in Kalihi! I’ve been an LPN since 2011 and started here at Tripler in 2013; 7 years in Family Medicine and almost 2 years in Pediatrics. I love hanging out with my family, playing volleyball, board games, hiking, and would love to travel more.

Registered Nurses:



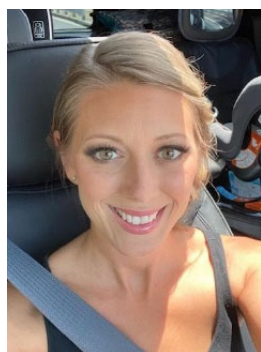
Tiffani E.S. Adams- RN

Credentials: RN-BSN

Additional skills: BLS, ACLS, PALS

Languages: English

About me: I'm originally from Charleston, SC. Former Navy brat and now Army spouse. Graduated from College of Charleston with a BA in Biology in 2014. Graduated from the Accelerated BSN Program at Medical University of South Carolina in 2015. I'm a jack of all trades when it comes to pediatrics; I've worked in Peds ED, Peds Inpatient, PICU, NICU. I'm a huge fan of pop culture, theme parks, and travel! When I'm not in clinic I can usually be found at the beach, hiking, planning my next Disney trip, or checking out a new restaurant.



Shannon Biecker- RN

Credentials: BSN, RN

Additional skills: BLS

Languages: English

About me: I am originally from Connecticut, and moved to Hawaii in 2014. I have been working at Tripler for 6 years. I am a mom of 2 boys and a dog. I enjoy the beach, anything outdoors, and being around family and friends.



Kimi K. Miyashiro- RN Case Manager

Credentials: RN, Nurse Case Manager

Additional skills: BLS, CCM

Languages: English, Japanese

About me: Aloha! I am born and raised in Hawaii and have been in the nursing career for 30+ years. I enjoy watching and attending sporting events, particularly football. Devoted fan of the LA RAMS and UH WARRIOR football teams! I enjoy spending time with my family and traveling to Japan and Las Vegas.



Luis Ruez – RN Case Manager

Credentials: MBA - IHM, BSN, RN

Additional skills: BLS, PALS, ACLS

Languages: English, Spanish, Italian

About me: I was born and raised in Peru. I migrated to the US in 2004 and joined the Army serving 13 years of active duty as a lab tech and then as an RN, currently serving in the Army Reserve. I enjoy running, hiking, traveling, experiencing diverse cultures, international soccer tournaments, and MMA events.



Taylor Rae Richardson- RN

Credentials: RN, BSN

Additional skills: BLS, TNCC, TCAR

Languages: English

About me: Aloha! I am born and raised on Oahu. I have a 1-year-old son named Ezekiel and a Frenchie named Hina. I love to be in the ocean and play soccer on my free time.



Diana Sewelson- RN

Credentials: Registered Nurse

Additional skills: BLS

Languages spoken: English

About me: I have been at Tripler for 8 years. I have an 8-year-old son and a Frenchie. I enjoy hiking, going to the beach, and being a Jiu Jitsu mom.



Brooke Tijerina- RN

Credentials: APRN, CPNP-PC, CPHON

Skills: APHON, BLS

About Me: I am a Navy wife of 12 years, mom to the sweetest 5-month-old boy and our fur babies (2 cats and 2 dogs), and I have been a pediatric nurse for 11 years. I am originally from San Antonio, TX. I graduated from Texas A&M (Gig 'Em!) with a BS in Nutrition, obtained a BSN/MSN from the University of South Alabama, and received my PNP degree/certification in June 2020. I am nationally certified as a pediatric hematology/oncology nurse with experience in several other areas of pediatrics. I love mom life, spending time with family and friends, anything coffee/caffeine, running/exercise, hiking, cooking, and traveling!



Clinical Nurse Officer in Charge (CNOIC):

Mr. Richard Rickley, MAJ (Ret), AN – RN

Credentials: MSN, BSEd, RN

Additional skills: BLS

Languages: English

About me: I was born and raised in central Pennsylvania and have been a Hawai'i resident since 2020. In 1990, I joined the Army and served for 23 ½ years progressing from a PV2 to SSG as a Combat Medic before taking a commission as an Army Nurse Corps officer and retired as a Major in 2013. I enjoy running, golfing, days on the beach and am a fan of Pittsburgh Steelers, Pirates, and Penn State Nittany Lions.

Pediatric, Adolescent, and Young Adult PCMH Nutrition:



Anna Tai

Credentials: RD, CD, CSP

Additional skills: Basic Life Support

Languages: English

About me: 20 years at TAMC Pediatric nutrition; from Hong Kong/Macau originally; hobbies – tennis, standup paddling, hiking and golf.

Clinical Pharmacist:

Dr. Erika Toth

Credentials: PhD in Clinical Pharmacist

Additional skills: Basic Life Support

Languages: English

Pediatric, Adolescent, and Young Adult PCMH IBH (Integrated Behavioral Health):



Dr. Seo Yong "James" Yang

Credentials: PhD in Clinical psychology

Additional skills: none

Languages: none

About me: Serves as the Behavioral Health Consultant in the Pediatric Department. His primary interest includes anxiety disorders, depression, relational problems, PTSD and primary care and behavioral health integration. In addition to his responsibilities at Tripler Army Medical Center, he is the current Chief Behavioral Health Officer in the Hawaii Army National Guard. His hobbies include participating in masters water polo and swimming.

Adolescent and Young Adult attending physicians:



Dr. Paul Heese, MAJ (Officer in charge Adolescent and Young Adult Clinic)

Credentials: D.O.

Additional skills: BLS, PALS, FAAP, SAMFE

Languages: English

About me: Originally from Richmond, Virginia. I went to medical school at VCOM and completed my pediatric residency at Madigan AMC, and my adolescent medicine fellowship at Brooke AMC. I enjoy cooking and cooking shows and taking my 3 kids to the local skate park. Aloha.



Dr. Sean Carroll, Ret (COL)

Credentials: MD

Additional skills: BLS, PALS, SAMFE

Languages spoken: English

About me: Board Certified by the American Board of Pediatrics in two specialties, Adolescent Medicine, and General Pediatrics. Practicing medicine since 1995. 22-year Army retired veteran. Born and raised in St. Louis. Avid sports fan of the Cardinals, Blues and St. Louis City SC. Interests include coin collecting, hard rock, and paranormal TV shows.

General Pediatric Attending Physicians:



Dr. Renee Miyashiro (Officer-In-Charge, General Pediatric Clinic)

Credentials: MD

Additional skills: BLS, PALS, USUHS Assistant Faculty

About me: (Just 2-3 lines of experience, hobbies, etc.) 10+ years' experience as a General Pediatrician. Enjoys spending time with family, food, and travel.



Dr. Stephanie S. Vann

Credentials: MD

Additional skills: BLS, PALS

Languages: German, some medical Spanish

About me: Pronouns: She/her. Raised in Hawaii, Board certified in Pediatrics since 2001, private practice 2001-2008, Staff Pediatrician at Tripler 2008-present. I enjoy gardening and snorkeling with my husband and 2 teenagers.



Dr. Kris Kong-Sun Baik

Credentials: MD

Additional Skills: BLS, PALS

Languages: English

Experience: Residency trained with US Air Force, over 20 yrs of experience in Pediatrics.

Hobbies: Art/Crafts, writing

Dr. Michael K. Hirata, MAJ (General Pediatric Clinic)

Credentials: MD, FAAP

Additional skills: BLS, ALS, PALS, NRP

Languages: English

About me: Aloha! I'm a board-certified active-duty pediatrician with 8 years of experience in pediatrics. I was born at Tripler Army Medical Center (TAMC) and I'm extremely excited to be taking care of the next generation of TAMC keiki. I have a passion for teaching, mentorship, and managing the care of children with medical complexity.

Dr. Alison Semanoff, LTC

Credentials: MD, Pediatrician

Additional skills:

Languages: English

About me: Originally from central Pennsylvania, I attended the USMA followed by medical school at Penn State University.



Dr. Ingrid Yonkin, LTC (Medical Director Pediatric, Adolescent, and Young Adult PCMH)

Credentials: MD, Pediatrician FAAP, MBA.

Additional skills: NRP and BLS instructor. PALS, ALS, ATLS, Advance Wilderness Expedition provider.

Languages: English and Spanish

About me: I was born in Colombia and bilingual (Spanish); I've been a physician since 2001 and pediatrician for over 8 years. I enjoy fitness, nutrition, travel, and outdoor activities. In Tripler since September 2020.

Non-Commissioned Officer In-Charge:

SSG Ruben Angel Pineda- PCMH NCOIC

Credentials: Licensed Practical Nurse

Additional Skills: BLS, Basic Rhythm Recognition

Languages spoken: English

About me: I began my nursing career working on a inpatient cardiac telemetry floor that eventually transitioned over to receive patients actively affected by COVID-19. I am looking forward to expanding my knowledge in the world of Pediatrics, I currently have no kids of my own so this is like dipping my toes in the water.

Healthy Steps Specialists:



Donna Smith, Healthy Steps Specialist

Credentials: psy.D, LCPC, CADC

Languages: English

About me: I have been a MFLC, Healthy Steps Specialist for two years in Hawaii and became a part of Tripler pediatrics team in 2021. I have over 20 years of clinical experience in community behavioral health in Illinois. With providing support and clinical service to the Military veterans and active service members in the community, I understand and respect the unique needs of our service members and families and pride my work to the helping service.

I love working with children and love all types of dogs. Since residing in Hawaii I have become very fond of surfing but only an observant fan for now.



Maria Del Carmen Reta, Healthy Steps Specialist

Credentials: MS, LMFT (Licensed Marriage and Family Therapist)

Languages: English, Spanish

About me: I like hiking, taking care of my two cats, gym time, and caring for my three children (two adults 😊) I have a private practice in which I see a number folks with issues of addiction, relational problems, PTSD, other traumas. I have about 27 years of experience with working with military personnel. I worked as a counselor on Schofield, in a clinic called The Family Life Center, part of the Chaplain Corp. I then, went to JBPH and worked with youngsters and their families. Heard about this TAMC position and my HEART SWELLED UP WITH JOY!!!! I am super happy to join the TAMC Pediatric 'Ohana!

Hours of Operation

PCMH Pediatrics, Adolescent, & Young Adult Clinic

<u>Mon- Tue- Wed- Fri</u>	<u>Thursday</u>
0800-1600	1000-1600

Walk In Immunizations Clinic

<u>Mon- Tue- Wed- Fri</u>	<u>Thursday</u>
0830-1130 & 1300-1530	1000-1130 & 1300-1530

Sunday (Newborn Clinic Only)

0900-1500

Wednesday Evening Clinic Hours:

Pediatric, Adolescent & Young Adult Clinic – 1600-1800

*We are unable to offer evening clinic appointments effective July 21, 2022, due to shortages with supporting staff and providers. We will update when this service become available again.

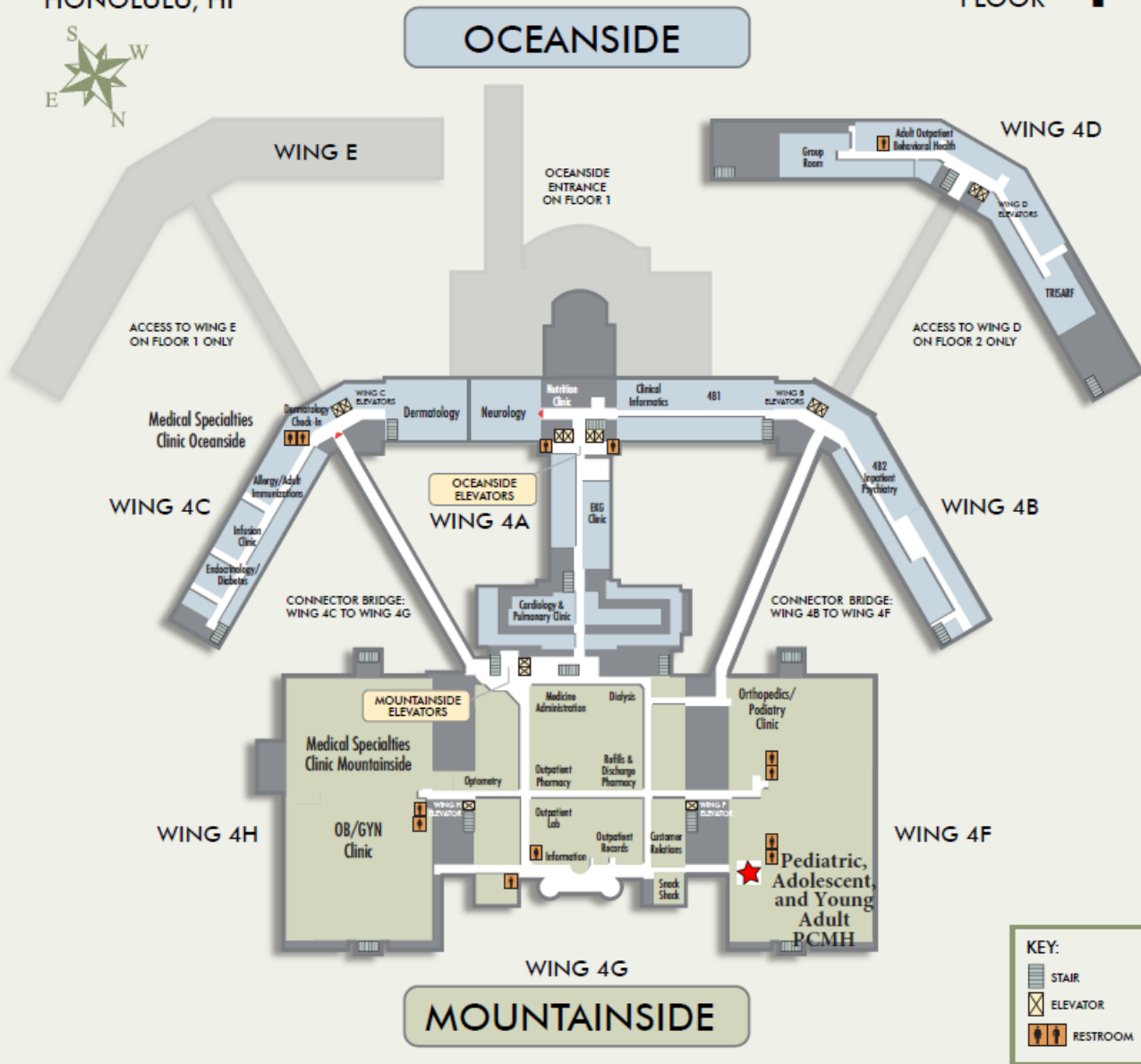
COVAX 5-11 years Wednesdays-schedule your appointment using www.operationcovidshot.com

COVAX 6 months to 4 years-11 months- Tuesdays-schedule your appointment using www.operationcovidshot.com

TRIPLER ARMY MEDICAL CENTER

HONOLULU, HI

FLOOR 4



Services Available

You can contact our services, 24 hours a day, 7 days a week, by calling **808-433-6697**. Please note the following options when calling our office:

- For medical advice from a nurse, press **option 1**
- For an appointment, press **option 2**
- To speak with the nurse on Team KIKA/PUEO, press **option 3**
- To speak with the nurse on Team HONU/NAIA, press **option 4**
- To speak with the nurse on Team ADOLESCENT, press **option 5**

At your first appointment, we will encourage you to sign up for **MHS Genesis Patient Portal** so we can stay in touch much easier. **MHS Genesis Patient Portal** is a secure web-based system that allows you to communicate with your provider or nurse. It provides access to multiple services to include requesting appointments or medication refills, get your lab results online, and much more.

- **Immunizations:** Routine immunizations for infants, children and young adults are available in the clinic during scheduled visits with select walk in hours available. COVAX, some travel, and pre-deployment imms are not available with us for walk in.
- **Women's health:** Routine gynecological examinations, pap smears, and contraceptive counseling are available. Depo-Provera Injections are also available with us as a walk in.
- **STI Services:** As a walk-in and the hours of service might change depending on available providers. Please check our website for updated hours.
- **Well baby and child examinations:** Comprehensive pediatric care for children from birth to 26 years of age is available from your PCM.
- **Physicals/PHA:** Schedule a routine physical with your PCM for your child's school or sports physical. Please bring all necessary school forms with the medical and shot records.
- **Procedures:** Minor surgical procedures, and IUD/Nexplanon are available in the clinic.
- **Nutrition Screening:** Embedded Registered Dietitian providing nutrition therapy, nutrition education, and counseling to assist in improving your health, fitness, and performance.
- **Behavioral Health Screening:** Embedded with use here for short term help and coordination of longer care. Behavioral health needs will be screened at all visits, using validated tools as the PHQ9 and Q2/SCARED/GAD7/Post- Natal Depression scale, per DHA mandated policy.
- **HealthySteps:** The HealthySteps program offers added support during your well-baby visit to answer questions you may have about taking care of your baby and to help you access additional resources that may be helpful to you through the Defense Health Agency or through DoD Military Community and Family Policy support programs such as Military OneSource.
- **Pharmacy services:** The Pharmacy is located on the fourth floor (Mountain side), G Wing of Tripler Army Medical Center. Pharmacy hours are Monday through Friday from 8:00 AM - 4:00 PM/ **Training Holidays** 0800-1630/Closed on Weekends and Federal Holidays.

- **Laboratory services:** Complete laboratory services are available on the fourth floor (Mountain side), G Wing of Tripler Army Medical Center. Laboratory Hours are Monday through Friday from 7:00 AM - 4:00 PM.
- **Radiology services:** Complete radiology services are available on the third floor (Mountain side) of Tripler Army Medical Center. Radiology hours are Monday through Friday from 7:30 AM - 4:00 PM.
 - Walk-in hours: X-rays ONLY 24/7
 - For all other studies - Appts M-F 0730-1600
 - To schedule a radiology study: call (808)433-2778 - wait for option listing to start - then press extensions below
 - CT Scans ext. 3-8-1-2
 - MRI Scans ext. 3-8-2
 - Ultrasound ext. 3-8-1-1
 - Gen Radiology ext. 3-8-4 (IVP, VCUG, HG, Barium Studies and all other Appts)
 - Nuclear Medicine ext. 3-8-3
 - Mammogram Ext. 3-8
- **Pulmonary Function Tests (PFT's):** Ages 5+: Order PFT with patient age and Pulmonary clinic Staff will call patient to schedule appointment.
 *Patient may have a LIGHT lunch prior to test. If possible, please do not have patient use Albuterol or Xopenex for 4 hours prior to PFT unless patient is having asthma symptoms. If patient is on Xopenex, please bring patient's own medication. If patient has cold symptoms or ill, please wait 1 week prior to having PFT test done.
- **Customer Relations Office (Patient Advocate):** This office serves (located on the fourth floor, Mountainside) as the contact point for all patient concerns, compliments, and suggestions. They are the liaison between you (the patient) and the hospital. If you have any questions, please call their office at **(808) 433-6336**

NO SHOWS

The percentage of "No Shows" per year translates to thousands of lost appointments per year.

Please go to the patient portal <https://patientportal.mhsgenesis.health.mil>

to cancel your scheduled appointment or contact Central Appointments at 808-433-6697, option 2.

Avoid using the cancellation option when you received the automatic appointment remainder; unfortunately, this feature is not working currently for any of the clinics in Hawaii

Valet Parking (Currently Unavailable)

Hours: 0730-1600

For your convenience, valet parking is available for \$7.00. Located outside the 4th floor Mountain side entrance. The service is fast and convenient.

Kids Eat Right and Thrive



We believe every child is special and deserves special attention and care. As part of your child's overall medical treatment, a Nutritionist/Dietitian specialized in pediatric nutrition is available to help optimize your child's growth and development.

Nutrition services are available in the TAMC Pediatric and Adolescent Clinics to children ranging from infancy through adolescence (birth to 21 years) with nutritional concerns, such as healthy eating habits, food allergies and intolerance, sports nutrition for young athletes, weight management, failure to thrive or poor growth, Type 1 and Type 2 diabetes, vegetarianism, etc.

The dietitian will review your child's medical history, body measurements, lab data, and interview you and your child to learn about your family's eating and lifestyle habits.

Working as a team with your family, we will identify reasonable and achievable goals for you and your child emphasizing healthy feeding relationships, healthy eating and physical activities based on your child's developmental age and stage.

The dietitian will also work closely with your medical team to optimize your child's health outcome, growth and development potential.

To make an appointment with our Nutritionist/Dietitian, please call 433-4165 or ask our Pediatric PCMH front desk staff or your nurse to assist in scheduling.



Behavioral Health Consultation Service

Is your child experiencing any of the following problems or concerns?

Weight loss/gain
Headaches
Adjustment concerns
Sleep problems
Depression Always feeling tired
Anger outbursts
Concentration problems
Eating healthier
Relationship problems
High blood pressure
Academic difficulties
Stress (stress management/relaxation)
Worries/anxiety

If so, ask your Primary Care Provider about including Internal Behavioral Health Consultation as part of your treatment program

The Internal Behavioral Health Consultant (IBHC) works closely with your primary care provider to help develop a treatment plan that addresses the physical, behavioral, and emotional aspects of your child's health.

IBHC provide recommendations to your child's medical provider and helps your child to develop skills, change habits, and use available resources to better manage problems affecting your child's health and well-being.

To make an appointment with our IBHC provider please call 433-4165 and ask our front desk staff to schedule an appointment.

DOD PHARMACIES and REFILL PHARMACIES on island

Tripler Refill Pharmacy		(808) 433-6962 ext. 1
Monday through Friday Training Holidays (at Tripler Main Outpatient Pharmacy)	8:00 a.m. – 6:00 p.m. 8:00 a.m. – 5:00 p.m.	Refill requests will be ready for pick-up after two business days after 10:00 a.m. Business days are Monday-Friday, excluding Holidays
Weekends and Federal Holidays	Closed	
Schofield Barracks Refill Pharmacy - Building 695		(808) 433-6962 ext. 2
Monday through Friday (Closed for Lunch from 12:30pm-1:30pm)	8:30 a.m. – 5:00 p.m.	Refills available for Pick-up next business Day after 1:30 pm
Weekends and Federal Holidays	Closed	
Makalapa BMC Pharmacy		(808) 433-6962 ext. 3
Monday through Friday	7:30 a.m. – 5:30 p.m.	Next day refills must be called in before 3 p.m. the previous day & only available for Monday thru Friday pick-up.
Saturday	Closed	
Sunday & Federal Holidays	Closed	
Kaneohe Bay Pharmacy		(808) 433-6962 ext. 4
Monday through Friday	7:30 a.m. – 5:30 p.m.	Next day refills must be called in before 1500.
Weekends and Federal Holidays	Closed	
Hickam Pharmacy		(808) 433-6962 ext. 5
Monday through Friday	7:30 a.m. – 4:30 p.m.	Next day refills must be called in before noon.
3 rd Thursday of each month	Closed	
Weekends, Federal Holidays & Family days	Closed	
NEX Pharmacy - PERMANENTLY CLOSED		
Tuesday through Thursday (Closed for lunch from 2-2:30pm)	10:00 a.m. – 6:00 p.m.	Refill requests made before noon will be ready in two business day after 1 p.m. Requests after noon will be ready in three business days (Tuesday-Friday)
Friday & Saturday	10:00 a.m. – 2:00 p.m.	
Sundays, Mondays , Federal & Training Holidays	Closed	
Warrior Ohana Medical Home Pharmacy		(808) 433-6962 ext. 7
Monday through Friday (Closed for lunch 12:20pm-1:20pm)	9:00 a.m. – 4:15 p.m.	Please allow two Business days for refills to be processed
Weekends & Federal Holidays	Closed	

**All prescriptions refilled according to time called in and the hours of operation. Please contact your pharmacy if you have any questions.*



Instructions for Call-In Refills

Dial (808) 433-6962 to refill your prescriptions by phone, please remember, at any time you may press the “*” key to repeat your menu options. If your prescription refill is too early to be picked up, please call your respective pharmacies and speak to a pharmacy staff member.

Please select your pick up site:

Press #1 for Tripler Refill Pharmacy
Press #2 for Schofield Barracks Pharmacy
Press #3 for Makalapa Branch Medical Clinic Pharmacy
Press #4 for Kaneohe Bay Pharmacy
Press #5 for Hickam Pharmacy
Press #6 for NEX Refill Pharmacy
Press #7 for Warrior Ohana Medical Home Pharmacy

After selecting your pharmacy pick up site, please choose one of the following menu options.

Press #1 to refill or inquire on the status of your prescription.
Press #2 for hours of operation
Press #3 for instructions on how to use the system
Press #4 if you would like to speak to a pharmacy representative during business hours
Press #9 to select another pharmacy location

After the systems states the pickup date and time to pick up your prescription, you may simply hang up the phone.

Thank you for using the Oahu Consolidated Refill System.

Exceptional Family Member Program (EFMP)

The EFMP supports families with special medical and educational needs. Each branch has its own EFMP and enrollment process. You should enroll your family into EFMP as soon as you are considered eligible for enrollment.

Contact Information for Exceptional Family Member Program (EFMP):

433-4441 (Army)

433-9644 (Navy)

Usarmy.tripler.medcom-tamc.list.pe-efmp@health.mil

***Visit <https://tripler.tricare.mil/Patient-Resources/Exceptional-Family-Member-Program-EFMP> for more info!



Want to change your PCM?

- * Online: Log in to Beneficiary Web Enrollment (BWE) at <https://www.dmdc.osd.mil/appj/bwe/>
- * Telephone: Call us at 1-844-866-WEST (1-844-866-9378), Monday through Friday, 5:00 a.m.–9:00 p.m. (PT) for assistance with PCM changes.
- * Fax/U.S. mail: Complete a TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form Application https://www.tricare-west.com/content/hnfs/home/tw/bene/res/beneforms/enrollment/application_pcm_change.html (DD2876)



WHEN WILL MY LOVED ONE BE RECEIVING WHICH VACCINE?

A quick checklist to help you know what/which vaccine to expect on your child's next immunization visit!

- | | |
|--|---|
| <input type="checkbox"/> 2 MONTHS <ul style="list-style-type: none">• Pediarix (DtaP-IPV-HepB)• Acth1b (PRP-T)• Pevnar 13• RotaTeg | <input type="checkbox"/> 24 MONTHS <ul style="list-style-type: none">• Hep A |
| <input type="checkbox"/> 4 MONTHS <ul style="list-style-type: none">• Pediarix (Dtap-IPV-HepB)• Acth1b (PRP-T)• Pevnar 13• RotaTeg | <input type="checkbox"/> 4-6 YEARS <ul style="list-style-type: none">• Kinrix (DtaP – IPV)• MMR• Varicella |
| <input type="checkbox"/> 6 MONTHS <ul style="list-style-type: none">• Pediarix (Dtap-IPV-HepB)• Acth1b (PRP-T)• Pevnar 13• RotaTeg | <input type="checkbox"/> MISCELLANEOUS PEDS <ul style="list-style-type: none">• IPPD• Td (7 yrs & older)• TdaP (Catch-Up: 7-10 yrs, Routine: 11-12 yrs)• Gardasil (HPV) (9-15 yrs, 16-26 yrs)• HEP B |
| <input type="checkbox"/> 12 MONTHS <ul style="list-style-type: none">• IPPD• Acth1b (PRP-T)• Pevnar 13• MMR• Varicella | <input type="checkbox"/> FLU VACCINE <ul style="list-style-type: none">• Inactivated Influenza .50ml 6Mo-35Mo• Inactivated Influenza .50ml 36Mo-Up |
| <input type="checkbox"/> 15 MONTHS <ul style="list-style-type: none">• DtaP• Hep A | |

***After receiving each vaccine our staff will offer and provide you with a vaccine information sheet (VIS) for you to take with you. The VIS contains a variety of useful information on the benefits and risk of a vaccine you are receiving.



WHEN WILL I BE RECEIVING WHICH VACCINE?

A quick checklist to help you know what/which vaccine to expect on your next immunization visit!

☐ **7 YRS & OLDER**

- Td

☐ **11-12 YRS & OLDER**

- Tdap

☐ **9-15 YRS & 16-26 YRS**

- Gardasil (HPV)

***HPV is mandatory in the state of HI. This is given in 2 separate doses.*

☐ **12-18 YRS**

- Hep A

-Hep A is given in a 2 dose interval. Receive your 1st dose, and then 6 months later receive your 2nd dose.

☐ **12-19 YRS**

- Hep B

*-Hep B is given in a 3 dose interval (You may receive 4 doses if you got one dose at birth)
-Catchup for 11-15 YRS & Older is in a 2 dose series with 4 months between doses.
-Catchup for 16 YRS & Older is in a 2 dose series (HepBisav-B) with 4 weeks between doses.*

☐ **11-21 YRS**

- Meningococcal (MCV4)

- Given at 2 months if at risk for Sickle Cell (4 dose series - 2mo, 4mo, 6mo, 12mo)

☐ **19 YRS & OLDER**

- Hep A

- Given at 10 YRS if not at risk for Sickle Cell

☐ **20 YRS & OLDER**

- Hep B

☐ **MISCELLANEOUS**

- Varicella
- IPPD
- Inactivated Influenza



***After receiving each vaccine our staff will offer and provide you with a vaccine information sheet (VIS) for you to take with you. The VIS contains a variety of useful information on the benefits and risk of a vaccine you are receiving.

**We want to hear from you! Scan the QR code and let us know
about your experience!**

