

# Welcome to Tripler Pediatric, Adolescent, and Young Adult PCMH



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## 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

Taylor Rae Richardson  
CNOIC  
Pediatric, Adolescent, and Young Adult PCMH  
TAMC

Julie Baunchalk, MAJ, 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.

## Hours of Operation

### PCMH Pediatrics, Adolescent, & Young Adult Clinic

#### Mon- Tue- Wed- Fri

0730-1630

#### Thursday

1st and 3rd 0730-1630  
2nd and 4th 1000-1630

### Walk In Immunizations Clinic

#### Mon- Tue- Wed- Fri

0800-1200 & 1300-1530

#### Thursday

1st and 3rd 0800-1200 & 1300-1530  
2nd and 4th 1000-1200 & 1300-1530

### Sunday (Newborn Clinic Only)

0900-1500

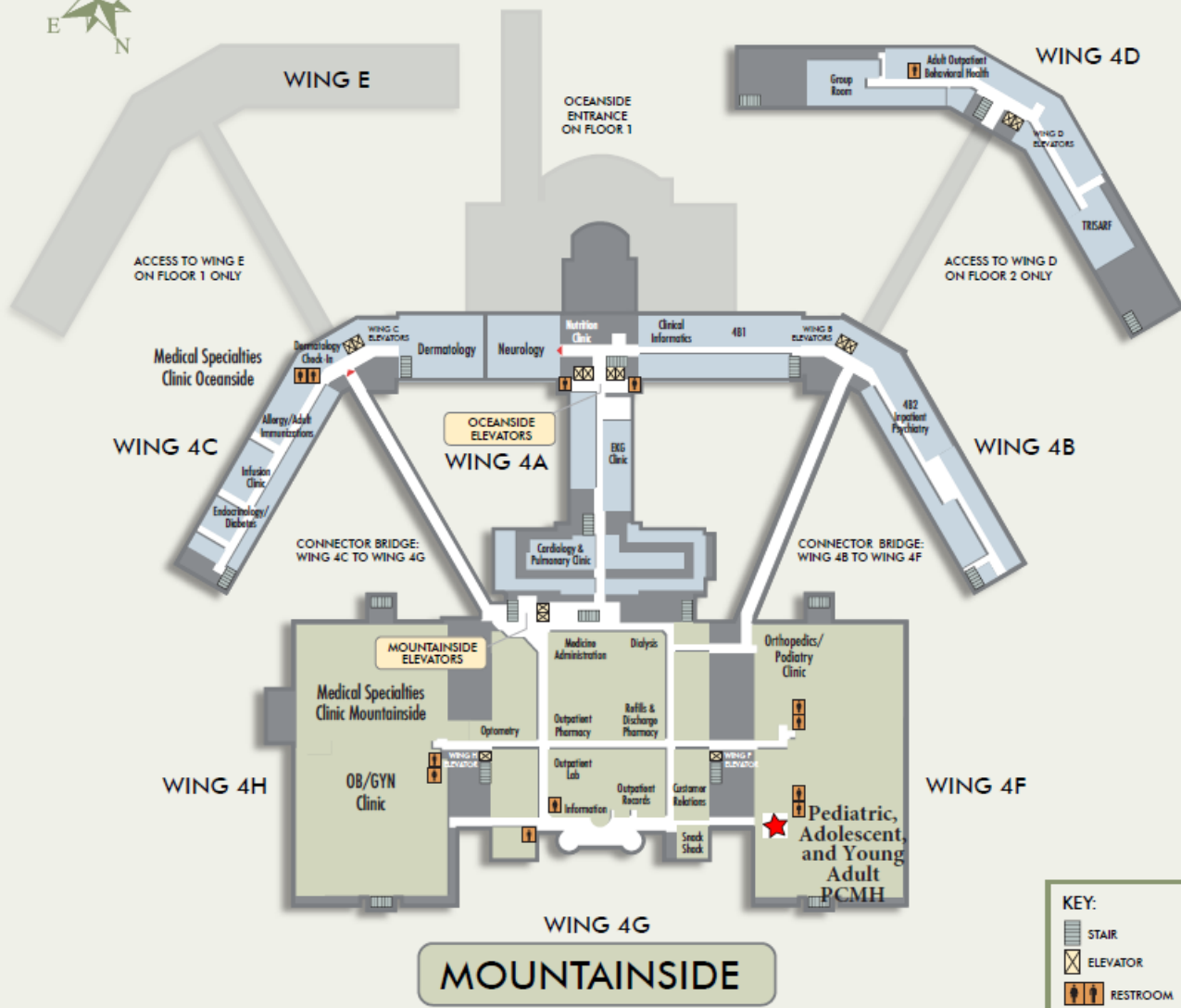
# TRIPLER ARMY MEDICAL CENTER

HONOLULU, HI

FLOOR 4



OCEANSIDE



**KEY:**

- STAIR
- ELEVATOR
- RESTROOM

## 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.
- **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 cancelation option when you received the automatic appointment remainder; unfortunately, this feature is not working currently for any of the clinics in Hawaii**

### **Valet Parking**

Hours: 0700-1600

For your convenience, valet parking is available for \$11.00. Located outside the 4<sup>th</sup> floor Mountain side entrance. The service is fast and convenient.



## **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

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

*\*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](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!

- 2 MONTHS**
  - Pediarix (DtaP-IPV-HepB)
  - Acthib (PRP-T)
  - Prevnar 13
  - RotaTeq
- 4 MONTHS**
  - Pediarix (Dtap-IPV-HepB)
  - Acthib (PRP-T)
  - Prevnar 13
  - RotaTeq
- 6 MONTHS**
  - Pediarix (Dtap-IPV-HepB)
  - Acthib (PRP-T)
  - Prevnar 13
  - RotaTeq
- 12 MONTHS**
  - IPPD
  - Acthib (PRP-T)
  - Prevnar 13
  - MMR
  - Varicella
- 15 MONTHS**
  - DtaP
  - Hep A
- 24 MONTHS**
  - Hep A
- 4-6 YEARS**
  - Kinrix (DtaP – IPV)
  - MMR
  - Varicella
- MISCELLANEOUS PEDS**
  - 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
- FLU VACCINE**
  - Inactivated Influenza .50ml 6Mo-35Mo
  - Inactivated Influenza .50ml 36Mo-Up

\*\*\*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 18 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)  
- Given at 10 YRS if not at risk for Sickle Cell*

**19 YRS & OLDER**

- Hep A

**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!**

