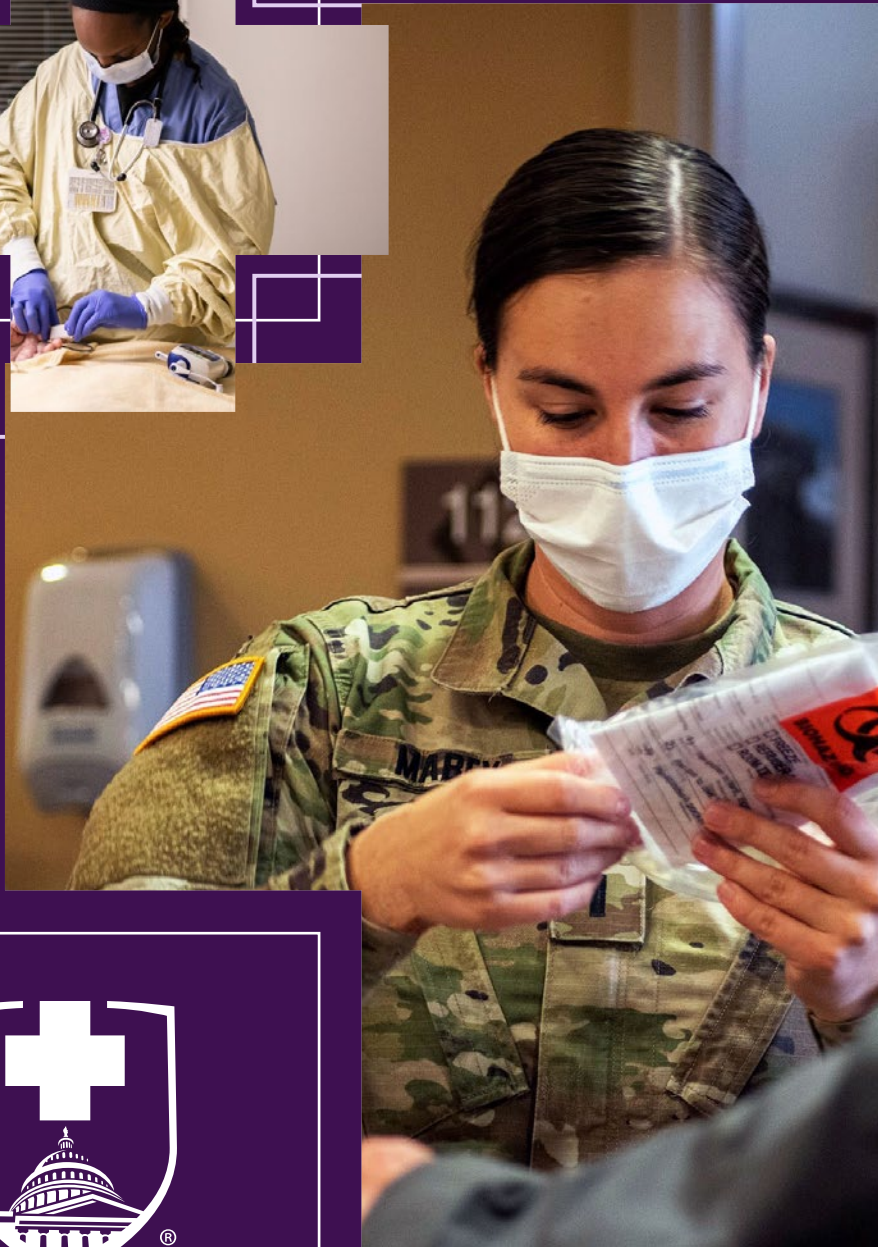


NATIONAL CAPITAL REGION MARKET

Patient Guidebook



WELCOME

TO THE MILITARY HEALTH SYSTEM'S NATIONAL CAPITAL REGION MARKET.

The National Capital Region (NCR) Market is the integrated health care delivery system of choice for all beneficiaries whom we are privileged to serve. Your new health care team includes over 12,000 staff members across 34 medical facilities and 11 dental facilities in the largest multi-service market, per capita.

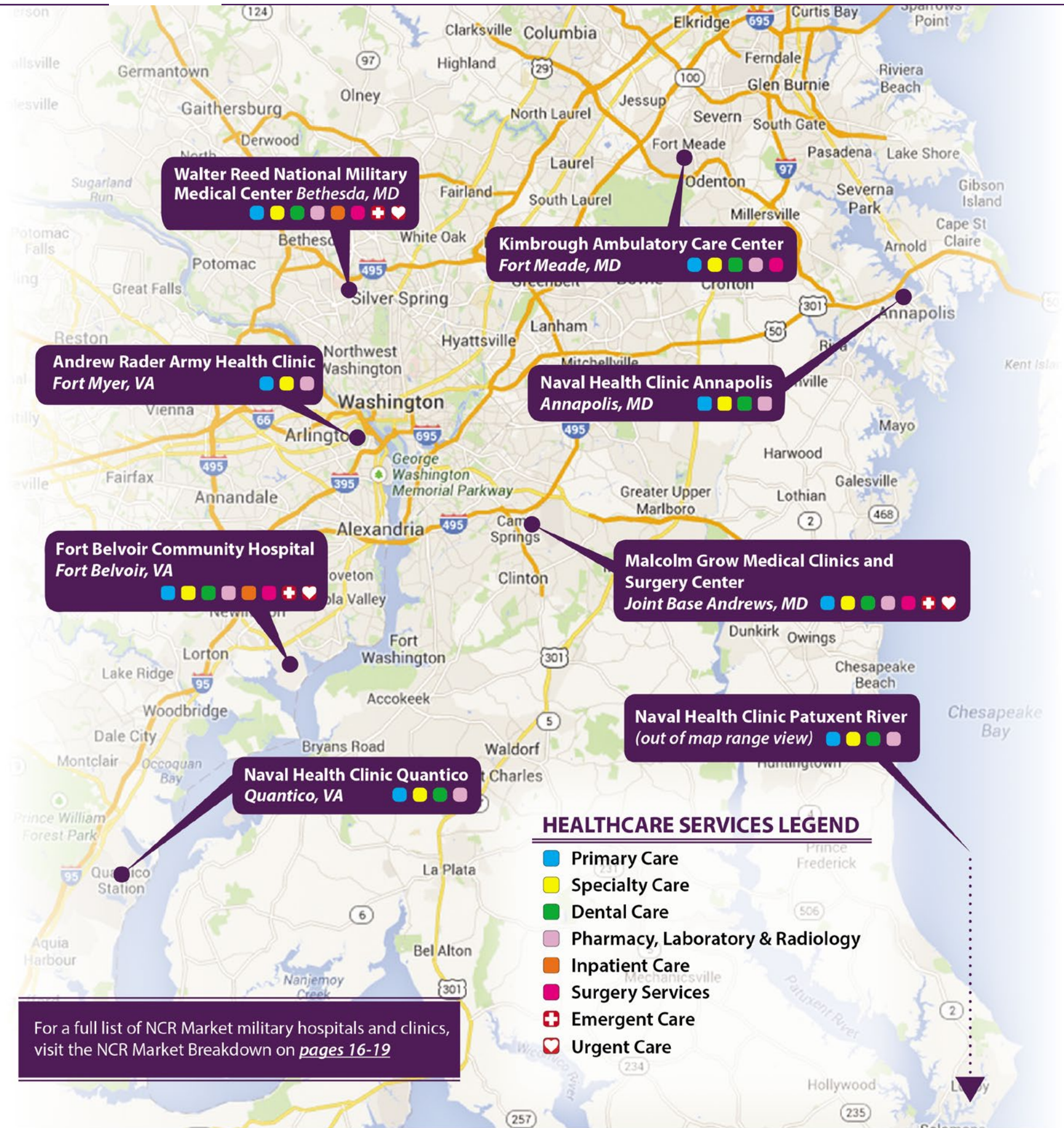
A market is a group of military medical and dental facilities that operates as a coordinated system, and improves the delivery and continuity of your health services. The NCR Market offers integrated military health care to all TRICARE eligible beneficiaries. We are privileged to serve active duty service members, retirees, and their families across the region.

We welcome feedback at any time to better understand and respond to your needs. Get in touch with us via JOES, TRISS, or ICE surveys.

The NCR Market provides high quality, high value health care that is responsive and respectful of your needs and choices. From setting appointments through post-care follow-up, our dedicated and skilled professionals are looking forward to serving you, our newest member.

We look forward to seeing you soon!

NATIONAL CAPITAL REGION MARKET



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ACRONYMS

DEERS—Defense Enrollment Eligibility Reporting System

DHA—Defense Health Agency

DOD—Department of Defense

DTF—Dental Treatment Facility

EHR—Electronic Health Record

IRMAC—Integrated Referral Management and Appointing Center

ICE—Interactive Customer Evaluation

JOES—Joint Outpatient Experience Survey

PCMH—Primary Care Medical Home

MHS—Military Health System

MTF—Military Treatment Facility

NCR—National Capital Region

TOL—TRICARE Online

TRISS—TRICARE Inpatient Satisfaction Surveys



ENROLLMENT

Enrollment is the first step towards receiving the quality health care provided through our primary care clinics. TRICARE-eligible beneficiaries must enroll to a Primary Care Medical Home (PCMH) before medical appointments can be made within the NCR Market.

Your TRICARE East Regional Contractor, Humana Military, will process your enrollment. Please visit www.humanamilitary.com or call 800-444-5445 to enroll.

For more information about enrollment, please visit www.tricare.mil.

ENSURE DEERS IS UP TO DATE

The Defense Enrollment Eligibility Reporting System (DEERS) stores information that determines your eligibility for TRICARE benefits. Updating your information in DEERS will ensure you get the health benefits that are right for you and your family! You must be registered in DEERS to receive TRICARE benefits.

To learn more about DEERS, visit www.tricare.mil/DEERS or call 800-538-9552. To update DEERS online, go to milconnect.dmdc.osd.mil/milconnect/.

DELIVERING CARE ANYWHERE

TRICARE benefits are the same regardless of where you live, but there are two U.S. regional contractors. Health Net Federal Services, LLC administers the benefit in the West Region; and Humana Military, administers the benefit in the East Region.

Explore health plan options online today at www.tricare.mil/Plans/HealthPlans to decide which is right for you.

For additional TRICARE assistance, contact your Beneficiary Counseling and Assistance Coordinators (BCACs) at a military hospital or clinic. Visit www.tricare.mil/bcacdcao for more information.

LOCATING A FACILITY

See a breakdown of NCR hospitals and clinics on [pages 16-19](#) of this guidebook. For further assistance, use the MTF Locator Tool at www.tricare.mil/mtf.



MAKING APPOINTMENTS

The NCR Market is based on the Primary Care Medical Home (PCMH) model which is a team-based approach where providers and patients partner with each other to focus on preventive care that includes health screenings, immunizations, and chronic care management. Once enrolled, you can begin your journey to better optimized health.



BOOKING THROUGH THE IRMAC

Once enrolled at a military clinic in the NCR Market, the Integrated Referral Management and Appointing Center (IRMAC) is your first point of contact when arranging health care appointments.

Call the IRMAC One Number at 855-227-6331 to make a primary care or specialty care appointment. For emergencies, all 911.

TRICARE ONLINE PATIENT PORTAL (TOLPP) AND SECURE MESSAGING

TOLPP gives registered users secure access to their health information, pharmacy and lab services, and virtual visits. The Secure Messaging feature provides a safe and confidential way to communicate about non-urgent health care needs. It's as easy as e-mail but incorporates stronger security to ensure your privacy.

Register or log in to TOLPP at www.tricareonline.com.

Register or log in to secure messaging at app.tolsecuremessaging.com.

MHS GENESIS PATIENT PORTAL

MHS GENESIS is the new electronic health record for the military health system, and is deploying in phases worldwide. MHS GENESIS is coming to the NCR Market in the Spring of 2023, and comes with a new patient portal that will replace TOLPP. You'll have 24/7 access to view your health record, schedule appointments, complete pre-visit questionnaires, request prescription refills and renewals, see lab and radiology results, communicate with your providers, and access a health information library. Learn more about MHS GENESIS at www.health.mil/mhsgenesis.

SPECIALTY CARE

The NCR Market offers a variety of specialty care services as indicated on the market map on [page 3](#). To receive specialty care, speak with your PCMH provider about obtaining and activating a referral to access treatment. For a full list of services, visit your military hospital website to learn more.

DIAGNOSTIC SERVICES

PHARMACY

The NCR Market has a network of pharmacies that are honored to serve you. If you have a new prescription, activate your prescription before going to the pharmacy to reduce your wait time. Learn more at www.tricare.mil/fillingprescriptions.

To refill a prescription, call the automated refill line at 800-377-1723.

If you need to fill a prescription from a civilian provider, please have them send an electronic prescription to the pharmacy of your choice.

Please note: If your provider has ordered a specialty medication, not all pharmacies may have the product on the shelf. Please contact the pharmacy in advance to ensure it is stocked or how long it may take for the medication to become available. Find a pharmacy today by visiting www.tricare.mil/Pharmacy.

RADIOLOGY

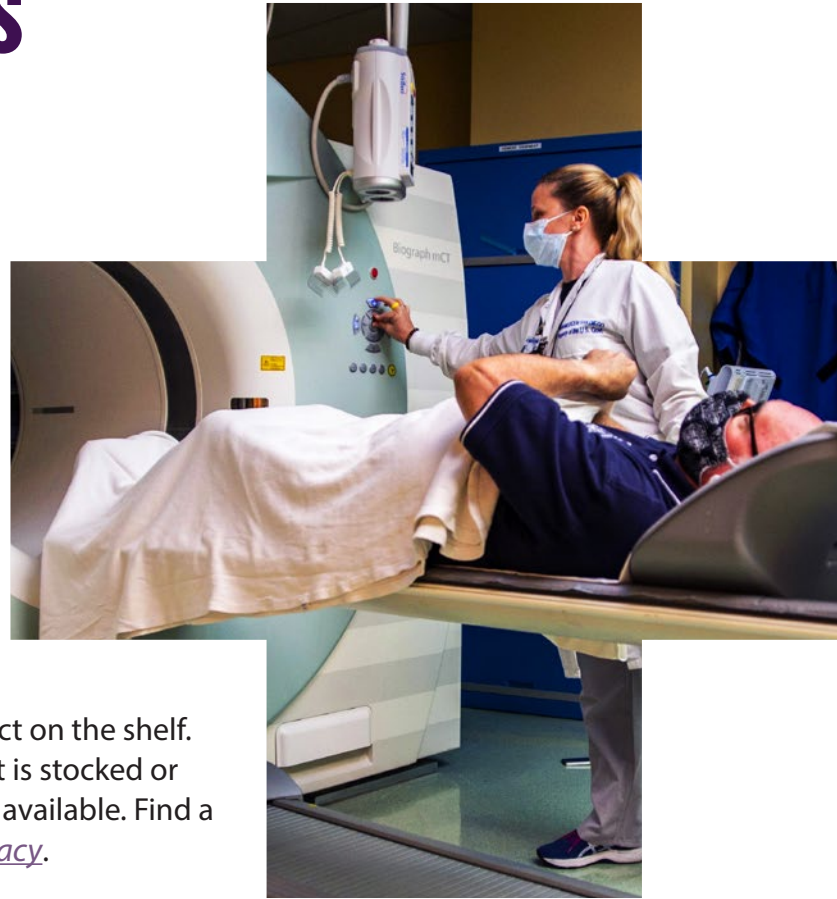
The NCR Market has multiple facilities that offer screening and diagnostic imaging services. X-ray (radiography) exams are generally performed on a walk-in basis without needing an appointment. However, an appointment is required for all computed tomography (CT), magnetic resonance imaging (MRI), ultrasound, mammography, fluoroscopy, and nuclear medicine exams.

Please contact the radiology department at the military hospital of your choice if you have questions about services or special instructions for your radiology exams. Refer to www.tricare.mil to learn more about radiology services offered at each NCR military hospital.

LABORATORY

Medical laboratories in the NCR Market offer a broad array of laboratory testing. Specimen collection is generally performed on a walk-in basis; however, collections for some tests do require an appointment, special timing, or patient preparation. Your provider may have specific instructions as well. Please contact the laboratory at the military hospital of your choice if you have questions about services or special instructions for your laboratory tests.

Some tests require special specimen handling that may not be possible at all locations. Not all military hospitals are able to accept orders from outside civilian providers. Please verify availability prior to arriving at the laboratory for services. Please refer to www.tricare.mil to learn more about laboratory services offered at each NCR Market military hospital.



URGENT AND EMERGENCY SERVICES

Urgent care is not the same as emergency care. Urgent care is needed to treat a condition that is not threatening to life, limb or eyesight, but needs attention before it becomes a serious health risk. An emergency is a sudden, unexpected, serious medical condition or the worsening of a condition that poses a threat to life, limb or sight, and requires immediate treatment.

URGENT CARE

Prior to seeking urgent care at a **non-military** treatment facility, active duty service members must receive prior authorization, or be financially responsible for any costs incurred. Dependents and retirees can visit any urgent care facility without a referral. Please contact your PCMH provider or the MHS Nurse Advice Line to determine the appropriate level of care (e.g. home care, office visit, referral).

The military hospitals in the NCR Market that have urgent care include: Fort Belvoir Community Hospital (including Dumfries Health Center and Fairfax Health Center), Malcolm Grow Medical Clinics and Surgery Center, and Walter Reed National Military Medical Center. Learn more at www.tricare.mil/urgentcare.

MHS NURSE ADVICE LINE

The MHS Nurse Advice Line (NAL) is free and available 24 hours a day, 7 days a week. When you call the NAL, you'll speak to a registered nurse who can help you decide if you should see a health care provider or if self-care at home is appropriate. If an appointment is needed, the NAL can often assist with finding and scheduling the right appointment. The NAL is unable to renew prescriptions, you must contact your provider to renew prescriptions. The NAL is available at 800-874-2273, option 1. Learn more at www.tricare.mil/ContactUs/CallUs/NAL.

EMERGENCY CARE

Emergency Departments within the NCR Market provide emergency care for military health care beneficiaries. If you have an emergency, call 911, or go to the nearest emergency room.

You do not need to call your PCMH provider or regional contractor before receiving emergency medical care. However, in all emergencies, your PCMH provider and regional contractor must be notified within 24 hours to coordinate ongoing care.

When an ambulance is called, patients are taken to the closest facility. If you are admitted to a civilian emergency room, you are allowed to request a transfer to a military hospital. Active duty service members will automatically be transferred to an NCR Market hospital once they are stable.

Military hospitals in the NCR Market that have emergency departments include: Fort Belvoir Community Hospital (FBCH) and Walter Reed National Military Medical Center (WRNMMC). FBCH and WRNMMC are verified Level III and Level II Trauma Centers, respectively. Malcolm Grow Medical Clinics and Surgery Center (MGMSC) has an Emergent Care Center, staffed by emergency physicians, that offers urgent/emergent care daily 0700-1900.

MENTAL HEALTH

Medical mental health care is primarily the treatment of behavioral health conditions causing significant impairment in interpersonal and/or occupational functioning. You should seek treatment when experiencing changes in mood (such as mood swings, intense anger, irritability, sadness that won't go away, anxiety/worry), changes to sleep, daily function, or social habits, and/or thoughts of harm to self or others, and/or increased use of (or trouble controlling) use of alcohol or drugs.

OBTAINING CARE

Call 911, go to the nearest emergency room, or seek other emergency care if you have suicidal thoughts or plans of suicide.

For non-emergency support, obtain a referral from your provider, periodic health assessment, or self-refer if you are struggling with the symptoms mentioned above. Coordinate an appointment by calling the IRMAC or the closest behavioral health clinic.

If no appointments are available within 28 days at your closest facility, you may choose to book an appointment no more than 28 days in the future or seek care at another military hospital if availability permits. While waiting for an appointment, utilize leaders, social and family support systems including chaplains, non-medical counseling, and other resources in this guide.

NON-MEDICAL COUNSELING

Non-medical counseling provides confidential help for service members suffering from less complex mental health conditions. Non-medical counseling is an effective approach to relieve stress from relationship, family, money, and other life changes.

Military One Source: Call 800-342-9467 for non-medical counseling or go online to www.militaryonesource.mil

Military/Veterans Crisis Line: All service members, including members of the National Guard, Reservists, Veterans and their loved ones can call, text or chat. You do not have to be enrolled in VA benefits or a health care plan to connect. Remember: Support doesn't end with your conversation! Responders will connect you with resources that can help when you're in distress.

Call 988, Options 1, text 838255, or online at www.veteranscrisisline.net.

Military and Family Life Counseling (MFLC) supports service members and their families with non-medical counseling worldwide. Talk to a counselor at 800-342-9647.

DOD Safe Helpline provides confidential and anonymous crisis support specially designed for members of the Department of Defense community affected by sexual assault. Call 877-995-5247; chat online at online.safehelpline.org or join the anonymous support group at safehelproom.org. Visit safehelpline.org for additional information.



Note: A referral to the TRICARE Network of civilian providers must be approved through your military hospital and processed by Humana Military. This process takes at least two business days. After the referral has been processed through Humana Military, you can schedule an appointment at www.humanamilitary.com or call 800-444-5445.

MENTAL HEALTH RESOURCES

DHA Mobility: The Defense Health Agency has several wellness and pain management apps that can you can download to your mobile device. www.mobile.health.mil

Fort Meade Resiliency Services Portal covers a range of categories including education, behavioral health resources and social and community opportunities for military members, veterans, and their families. www.ftmeaderesiliency.org

Getting Results in Transition (App): Gain personal insights into emotional well-being, learn about resources to improve individual situations, connect with friends and family, and use as a mechanism for self-awareness and selfcare. www.gritforvets.org

inTransition Program provides free, confidential coaching and assistance for people who need access to mental health care when relocating, returning from deployment, or transitioning between an active duty and reserve component. www.health.mil/inTransition

National Resource Directory provides a comprehensive directory of services for military members, veterans, and their families. www.NRD.gov

Psychological Health Resource Center: Trained mental health consultants provide 24/7 support and information to help beneficiaries access mental health care and local community support. Call 866-966-1020 or visit www.health.mil/PHRC.

RealWarriors: Get information and resources including several excellent phone apps such as PTSD Coach, Breathe2Relax, Virtual Hope Box, and Dream EZ. www.realwarriors.net

StrongBonds provides offsite family and marriage retreats to strengthen relationships and help families manage the pressures of deployment and reintegration. www.militaryonesource.mil/national-guard/national-guard-family-program/strong-bonds-building-ready-families

Substance Abuse and Mental Health Services Administration is a branch of the U.S. Department of Health & Human Services that helps connect individuals to substance use treatment. www.samhsa.gov

988 Suicide & Crisis Lifeline

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

WOMEN'S HEALTH SERVICES

The NCR Market provides comprehensive women's health care, including reproductive health care and gender-specific care associated with cardiovascular health, mental health, and musculoskeletal injuries. Our goal is to ensure the health of all women at every stage of life. Visit www.health.mil/womenshealth for more information.

WELL-WOMAN EXAM

Well-woman exams are covered annually for women under age 65. They may include breast exams, pelvic exams, and Pap smears as needed. TRICARE covers these exams with no cost-share or copayment. Learn more at www.tricare.mil/wellwoman.

REPRODUCTIVE HEALTH

The NCR Market is well-equipped to support all medical services related to reproductive health. This includes contraceptive care, prenatal care, labor and delivery, and post-partum care.

The NCR Market has Contraceptive Walk-In Clinics, or PINC Clinics, that offer services to increase access to contraceptive counseling and prescriptions. Check with your local military hospital for more information.

The NCR Market hospitals that have Labor & Delivery services include: Fort Belvoir Community Hospital and Walter Reed National Military Medical Center. As soon as you think you may be pregnant, make an appointment with your PCMH provider. Learn more at www.tricare.mil/maternitycare

MOBILE APPS

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



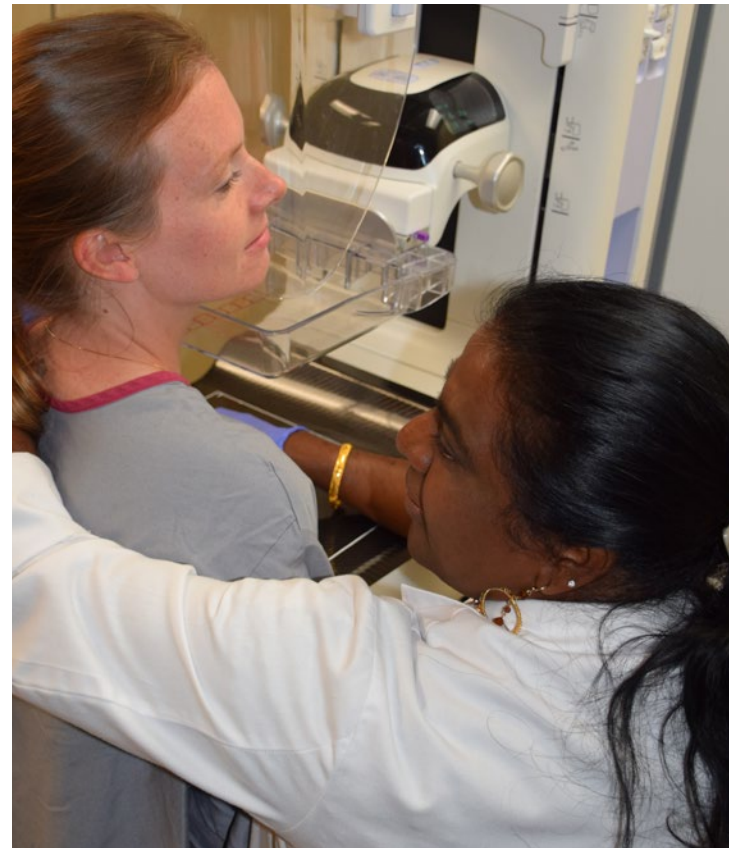
Deployment Readiness Education for Servicewomen

This app empowers women by providing a one-stop resource for women's health concerns before, during, and after deployment. Learn more at: mobile.health.mil/dres.



Decide + Be Ready

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





PREPARING FOR YOUR VISIT

WHAT TO BRING

Personal Identification

Bring your driver's license or another state-issued photo ID as well as your military ID.

Medical and Immunization Records

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

Prescriptions

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

Third Party Insurance Information

If you have third party insurance other than TRICARE, verification is required at every visit. Learn more at www.health.mil/ThirdPartyCollection.

A Friend or Family Member

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

List of Questions

Come to your visit with a list of questions for your provider. This will maximize your appointment time and ensure you leave with all of your most important questions answered. You can use the Discussion Guide on [page 23](#) of this document to guide the conversation with your provider.

KNOW BEFORE YOU GO

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

Plan ahead to ensure you have adequate time to travel to your first appointment location, park, and navigate to the specific clinic. Plan to arrive to the installation 45-60 minutes prior to your appointment. Upon arrival, check in at the front desk or kiosk and fill out any necessary paperwork prior to being seen. Please have your ID card ready and be prepared to fill out intake forms. These will vary by clinic and third party insurance verification is always required.

NCR MARKET BREAKDOWN

Naval Health Clinic Annapolis

Naval Health Clinic Annapolis' mission is to optimize the health and readiness of the Brigade of Midshipman, Active and Reserve Forces, and all entrusted to our care. Our goal is to improve the physical, mental and emotional well-being of each patient we see. Our principles of Honor, Courage, Commitment and Diversity are part of the world class customer service we provide to the beneficiaries we serve.

695 Kinkaid Rd.
Annapolis, MD 21402
855-227-6331
annapolis.tricare.mil

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Fort Belvoir Community Hospital

Fort Belvoir Community Hospital provides a comprehensive slate of outpatient and inpatient services and surgical specialties. The facility provides innovative and cutting edge health care services including: Traumatic Brain Injury, Refractive Eye Surgery, Outpatient Pediatric Behavioral Health, Inpatient Adolescent Behavioral Health, and Wounded Warrior Care.

9300 DeWitt Loop
Fort Belvoir, VA 22060
571-231-3224
belvoirhospital.tricare.mil

+++

Kimbrough Ambulatory Care Center

Kimrough Ambulatory Care Center provides safe, quality and compassionate care to our nation's service members. The MEDDAC provides health care, medical readiness, and support to Active Duty Service Members of all branches of service; their eligible family members; Military retirees and their family members.

2480 Llewellyn Ave.
Fort Meade, MD 20755
301-677-8800
kimbrough.tricare.mil

+++

Malcolm Grow Medical Clinics And Surgery Center

The 316th Medical Group accomplishes its mission providing Trusted Care, while supporting readiness here and around the world with duteous support from Guardsman and Reservists in addition to nearly 1,500 active duty service members and civilian employees.

West Perimeter Rd., Bldg 1060
Joint Base Andrews, MD 20762
240-612-1152
andrews.tricare.mil

Naval Health Clinic Patuxent River

Naval Health Clinic Patuxent River is a Joint Commission certified Primary Care Medical Home. We are committed to operational readiness and providing high quality healthcare to its 16,000 beneficiaries and the 279 tenant commands at Naval Air Station Patuxent River – the center of Naval aviation – and Naval Support Facility Dahlgren, Naval Support Facility Indian Head and Joint Base Andrews.

47149 Buse Rd., Bldg 1370
Patuxent River, MD 20670
301-342-1418
paxriver.tricare.mil

+++

Naval Health Clinic Quantico

Our priority at Naval Health Clinic Quantico is to provide safe, quality and compassionate care to our nation's heroes – for whom this state-of-the-art clinic was built. The facility's Medical Home Port Clinics provide the full spectrum of primary health care services including school physicals, well child examinations, and health education.

3259 Catlin Ave.
Quantico, VA 22134
703-784-1725 (opt. # 2)
quantico.tricare.mil

+++

Andrew Rader U.S. Army Health Clinic

The Andrew Rader U.S. Army Health Clinic at Joint Base Myer-Henderson Hall provides high quality health care and leadership to promote health and build resilience for Warriors, Military Families, and all those entrusted to our care. We're committed to operational readiness, outstanding customer service, and world-class health care delivery for our beneficiaries.

Building 525
401 Carpenter Road
Fort Myer, VA 22211
833-853-1392
rader.tricare.mil

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Walter Reed National Military Medical Center

Walter Reed National Military Medical Center is committed to a mission we are honor-bound to pursue; that of providing premiere health care to our nation's fighting forces, retirees, and their families. Our commitment to superior education, training and research, along with our close partnerships with the Uniformed Services University of the Health Sciences, the National Cancer Institute, National Institutes of Health, and the Centers for Disease Control make this possible for thousands of patients every day.

8901 Rockville Pike
Bethesda, MD 20889
800-526-7101
walterreed.tricare.mil

NCR MARKET CLINICS

FORT BELVOIR CLINICS

DiLorenzo Pentagon Health Clinic

The Pentagon, Corridor 8
Washington, DC 20310
703-692-8810

belvoirhospital.tricare.mil/Clinics

Dumfries Health Center

3700 Fettle Park Dr
Dumfries, VA 22025
703-441-7500

belvoirhospital.tricare.mil/Clinics

Fairfax Health Center

4375 Fair Lakes Court
Fairfax, VA 22033
571-432-2600

belvoirhospital.tricare.mil/Clinics

316TH MEDICAL GROUP CLINICS

Banholzer Clinic

1051 West Perimeter Rd.
Joint Base Andrews, MD 20762
240-612-1143

andrews.tricare.mil/Clinics

Special Missions Auxiliary Clinic

1760 Air Force Pentagon
Corridor 8 - 4th Floor/4A870
Washington DC 20330
703-697-3255

andrews.tricare.mil/Clinics

Joint Base Anacostia-Bolling Clinic

238 Brookley Avenue, Bldg 1300
Washington, DC 20032
202-641-0137

anacostiabolling.tricare.mil

QUANTICO CLINICS

John H. Bradley Branch Health Clinic

2189 Elrod Rd
Quantico, VA 22134
703-784-2062

quantico.tricare.mil/Clinics

BHC Washington Navy Yard

915 N St SE Bldg 175
Washington, DC 20374
301-619-7175

quantico.tricare.mil/Clinics

David R. Ray Branch Health Clinic

MCB2 Building 24008
Quantico, VA 22134
703-784-5351

quantico.tricare.mil/Clinics

PATUXENT RIVER CLINICS

NMRTU Dahlgren

17457 Caffee Rd Suite 204
Dahlgren, VA 22448
540-653-0282

paxriver.tricare.mil/Clinics

NMRTC Det. Indian Head

4141 W Wilson Rd Bldg 1600
Indian Head, MD 20640
301-744-4604

paxriver.tricare.mil/Clinics

NMRTC Det. Joint Base Andrews

1060 W Perimeter Rd
Joint Base Andrews, MD 20762
240-612-7772

paxriver.tricare.mil/Clinics

ANNAPOLIS CLINICS

NBHC - Bancroft Hall

6th Wing - Bancroft Hall
101 Buchanan Rd,
Naval Academy, MD 21402
410-293-1758

annapolis.tricare.mil/Clinics

NBHC - Earle

201 Route 34 South Bldg C-3
Colts Neck, NJ 07722
732-866-2301

annapolis.tricare.mil/Clinics

NBHC - Lakehurst

Walsh Dr. Bldg 483
JB McGuire-Dix
Lakehurst, NJ 08733
732-323-2561

annapolis.tricare.mil/Clinics

NBHC - Mechanicsburg

5450 Carlisle Pike, Bldg 23A
Mechanicsburg, PA 17055
717-605-2636

annapolis.tricare.mil/Clinics

NBHC - Philadelphia

4898 South Broad St., Bldg 615
Philadelphia, PA 19112
215-897-8147

annapolis.tricare.mil/Clinics

KIMBROUGH CLINICS

Barquist Army Health Clinic

1434 Porter St.
Frederick, MD 21702
301-619-7175

barquist.tricare.mil

Kirk US Army Medical Health Clinic

6455 Machine St Bldg 2501
Aberdeen Proving Ground, MD 21005
410-278-5475

kirk.tricare.mil

DUNHAM CLINICS

Dunham US Army Health Clinic

450 Gibner Rd
Carlisle, PA 17013
717-245-3400

dunham.tricare.mil

Fillmore US Army Health Clinic at New Cumberland

400 G Ave
New Cumberland, PA 17070
717-770-7281

dunham.tricare.mil/Clinics

Fort Indiantown Gap Troop Medical Clinic

Bldg 4-114
Fort Indiantown Gap, PA
717-861-2091

dunham.tricare.mil/Clinics

Letterkenny Occupational Health Clinic

1 Overcash Ave Bldg 322
Chambersburg, PA 17201
717-267-8416

dunham.tricare.mil/Clinics

WALTER REED CLINICS

Caderock Clinic

9500 MacArthur Ave Bldg 22 Code 3500C
West Bethesda, MD 20817-5700
301-277-4465

walterreed.tricare.mil/Caderock

NATIONAL CAPITAL REGION MARKET



RIGHTS AND RESPONSIBILITIES

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

PATIENT RIGHTS

- Accurate, easily understood information so you can make informed decisions about your TRICARE health plan, providers, and facilities.
- A choice of health care providers that ensures your access to high-quality health care.
- Emergency health care services when and where you need it. Coverage of emergency services is available without authorization if you have reason to believe your life is in danger or you would be seriously injured or disabled without immediate care.
- Understand your diagnosis, treatment, or prognosis, as explained by your provider.
- Fully participate in all decisions about your care. If you can't make your own decisions, you have the right to be represented by someone else. This could be a family member or conservator.
- Considerate, respectful care from all members of the health care system. You're protected against discrimination based on:
 - Race
 - Ethnicity
 - National origin
 - Religion
 - Sex
 - Age
 - Mental or physical disability
 - Sexual orientation
 - Genetic information
 - Source of payment
- Communicate confidentially with your health care team and to have your confidential information protected by law.
- Review, copy, and request amendments to your medical records.
- A fair and efficient process for resolving differences with your health plan, health care providers, and the institutions that serve them.



PATIENT RESPONSIBILITIES

- Maximize healthy habits. You should exercise, avoid smoking, and maintain a healthy diet.
- Be involved in health care decisions. You should work with your providers to develop and carry out treatment plans, share relevant information, and clearly communicate your wants and needs.
- Learn about TRICARE health plans and coverage. This includes learning:
 - Qualifications for different TRICARE health plans and your costs with each plan,
 - Enrollment rules, including for TRICARE Open Season and Qualifying Life Events, like a birth, adoption, marriage, divorce, and death,
 - Covered benefits as well as limitations and exclusions,
 - Rules regarding use of TRICARE network providers and non-network TRICARE-authorized providers,
 - Referral and authorization rules, and
 - Appeals, claims, and grievance processes.
- Be respectful of health care workers and others.
- Make a good-faith effort to meet your financial obligations:
 - Follow the claims process. Use the disputed claims process when you have a disagreement about your claims.
 - Pay your applicable deductibles and cost sharing to your provider, hospital, pharmacy, or supplier.
 - Disclose any other health insurance you may have to each provider, hospital, pharmacy, or supplier who takes care of you.
 - Follow the rules of your other health insurance. This includes referral and authorization rules.
 - Cancel any appointment you can't make.
- You should report any suspicion of wrongdoing, fraud, or abuse to the appropriate resources or legal authorities.



RULES & REGULATIONS

All persons are expected to foster behaviors respectful to the rights and safety of others. Anyone subjected to or witness of disrespectful behaviors are encouraged to report it to hospital staff. Noncompliance can lead to removal from the facility or discharge from the practice.

-  **SPEAK WITH COURTESY AND RESPECT**
Patients and visitors may not display behaviors or communication (written, verbal or electronic) that is aggressive, disrespectful, or inconsiderate. Unacceptable forms of communication include: harassing, offensive, or intimidating statements, shouting or yelling at patients or staff, threats of violence or destruction of property, or derogatory remarks based on race, color, religion, sex (including gender identity, sexual orientation, and pregnancy), and national origin.
-  **BEHAVE RESPECTFULLY TOWARDS OTHERS**
The NCR Market follows a zero-tolerance policy for aggressive or violent behavior. Unacceptable behaviors include: physical assault, arson, inflicting bodily harm, throwing objects, making menacing gestures, hitting, kicking, biting, screaming, spitting, pushing, or any other behavior that is intimidating or harassing to staff or patients.
-  **BE RESPECTFUL OF PROPERTY**
Guests must be respectful and courteous of patients, hospital staff and other people's property. Patients and visitors may not damage equipment or property nor climb on furniture. Parents or guardians must to supervise their children at all times.
-  **DRESS APPROPRIATELY**
Please avoid wearing apparel with obscene language. All visitors are expected to be fully dressed including shirts and shoes at all times.
-  **USE ELECTRONIC DEVICES COURTEOUSLY**
Please be courteous with the use of your cell phone and other electronic devices. Headphones must be used when listening to music and speaker phone may not be used when taking phone calls. When interacting with any of our staff, please put your devices away. Set the ringer to vibrate before storing away. Photos and videos are not permitted except by authorized personnel.
-  **TOBACCO, ALCOHOL, ILLEGAL SUBSTANCES, AND WEAPONS**
All NCR facilities are tobacco free, including cigarettes, cigars, e-cigarettes, and chewing tobacco. Designated smoking areas are available outside of the hospital. Possession and use of illicit drugs and alcoholic beverages are not allowed. Firearms and dangerous weapons are illegal and prohibited, except for persons authorized to be in possession of the weapon while on duty. Any weapons are considered contraband and will be confiscated.
-  **INFECTION PREVENTION PROTOCOLS**
All patients and visitors will follow infection prevention protocols to help stop the spread of infectious diseases such as influenza (flu) and COVID-19. These protocols may include, but are not limited to, wearing a mask, washing hands regularly, and limiting movement outside of your assigned hospital room. If you have a fever, cough, sore throat, congestion, body aches, loss of smell/taste, or diarrhea, please tell the front desk or report directly to a COVID testing area.

DISCUSSION GUIDE

PROMPTS TO IMPROVE THE CONVERSATION WITH YOUR PROVIDER



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



BEFORE YOUR VISIT

For new patients to the MHS:

- Past health care contact information
- Medical records
- Medications and prescriptions
- Previous illnesses and surgeries
- Insurance information

For patients already in the MHS:

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



TELL YOUR PROVIDER

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

Regarding your health, discuss:

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

Regarding your care, discuss:

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



ASK YOUR PROVIDER

- What do I need to do and why?
- What can I expect going forward?
- What should I be aware of?
- Who can I contact with questions or concerns?



WRITE YOUR NOTES

YOUR PROVIDER WANTS TO HEAR FROM YOU

Collaborative care is the safest and most effective care. Healing requires partnering with your provider. Clinics are "rank-free" zones.

