



# Katterbach Health Clinic

## April 2010 Updates

"Providing Quality Care to Beneficiaries"

**Clinic Phone DSN: 371-2622**  
**Clinic Phone Civilian:**  
**800-914-6133**  
**Clinic Phone DSN: 467-3398**  
**Clinic Phone Civilian: 09802-**  
**83-3398**

### **CLINIC HOURS:**

M-F - Active Duty Sick Call:  
0700-0730

M & W - 0730-1630

T & Th - 0730-1900

Fri - 0730-1200

Fri pm - Closed

### **Clinic Closing Dates:**

9 & 12 Apr 2010 - TNG Holiday

### **TRICARE Closing Dates:**

2 & 5 April 2010 - Easter Holiday

### **Access to Care Standard**

**Acute:** Visit for an urgent problem. Appointment given within 24 hours. Active Duty sick-call. Non-active duty same-day appointments.

**Routine:** First-time visit for a new problem. Appointment given within 7 days.

**Wellness:** Preventive care appointment. Examples include well-woman exams, school/sports physicals, well child exams, PHA/PDRHAs, military physicals. Appointments given within 28 days.

**Established:** Follow-up visit for an existing problem for which you have already been seen. Appointment given within 45 days.

All are bookable on **TRICARE Online** at [www.tricareonline.com](http://www.tricareonline.com).

### **Meet our Patient Advocate**



We want to take a minute to introduce our new Patient Advocate. Our newest nurse at Katterbach, Ms. Carrie Hogan has taken on the task of ensuring you have your needs met by the Katterbach Health Clinic. Ms. Hogan comes to us from Cape Fear Valley Hospital in Fayetteville, NC where she worked as a physical rehab nurse. She is a Registered Nurse who prior to becoming an employee was a Red Cross Volunteer here at the clinic. Along with being our new Patient Advocate she also supports her deployed husband a member of Delta Co. 3/158. Ms. Hogan looks forward to taking care of any problems that may arise while you are a patient at our clinic. You can contact Ms. Hogan at 09802-83-2141/DSN 467-2141.

### **SAFE now provided by the clinic**

Beginning on 15 March 2010, the USAHC Katterbach provides Sexual Assault Forensic Examinations (SAFE) to beneficiaries who are victims of a sexual assault. This service will be provided 24 hours a day, 7 days a week, 365 days a year and is available to all beneficiaries of the clinic. The examination can be obtained either through self-referral to the clinic, through the Sexual Assault Response Coordinator (SARC) for Garrison, the victim's Unit Victim Advocate (VA), the victim's chain of command or law enforcement authorities such as the MPs and CID.

### **Healthcare Covenant**

On 24 February 2010, the Army Surgeon General, LTG Eric Schoomaker, signed the Army Medicine Healthcare Covenant, establishing this as Army MEDCOM policy. The Covenant confirms our commitment to providing our beneficiaries the most comprehensive, highest quality and compassionate care possible. We will be conducting a local signing of this covenant on Thursday, 29 April 2010 at the completion of the USAG Ansbach Community Information Meeting in the Katterbach Theater.

### **APLSS and what it means to you**

The Army Provider Level Satisfaction Survey is our way of knowing how we are doing in the provisions of healthcare to our beneficiaries. You will receive this survey 1 to 2 weeks after a Primary Care or Behavioral Health appointment. The survey can be completed on the paper form and mailed in or online per the instructions on the paper survey. We encourage you to fill these out whether you have positive or negative comments as any comment; can lead to the improved provision of healthcare services. In addition, we can be eligible for additional funding based off of the surveys returned. This means more money to dedicate to providing you the best healthcare possible. If you have any questions about the APLSS survey, please ask any staff member of the USAHC Katterbach.

### **Extended Hours on Tuesdays**

On 16 March 2010, the USAHC Katterbach began extended hours on Tuesdays. We will remain open until 1900 to provide Primary Care, Laboratory and Pharmacy services to our beneficiaries. There will be no Radiology, Immunizations, Force Health Protection, TRICARE, Physical Therapy or Optometry services during this time.

### No Shows impact YOU

...in the last year we had a total of 1992 appointments “No-Shows”. This robbed you of available appointments! A 8% loss to you, our beneficiaries. Every appointment that is a “No-Show” is one where a fellow soldier, child, or spouse, could have received care. The Katterbach Health Clinic is dedicated to improving your access to our facilities and the services that they provide. By decreasing “No-Shows” and using established programs, we as a team can win in the battle to increase your access to health care! Please call the clinic to cancel your appointment when you are unable to make the appointment so another patient can be seen.

### Competent Medical Authority

It is now a Bavaria-MEDDAC policy to no longer accept CMA's for **past appointments**.

If you are referred an appointment outside of a 50 mile radius (one-way), and a CMA is required, please see the TRICARE referrals office in the clinic as soon as the appointment is made; this will cut down on processing time alleviate future issues.

### Are you doing everything you can to take care of yourself?

Here is a list of **preventive screenings** that you should know about.

**Cervical cancer screening**—for women age 21-65 or beginning at age 18 if sexually active. This screening is done by having a pap smear at your well-woman exam.

**STD screening**—this should be completed at least once a year beginning at age 18 or when you become sexually active.

**Breast cancer screening**—mammograms should be completed every 1-2 years for women over age 40.

**Colorectal cancer screening**—for men and women over age 40. Colorectal screenings can be done through—colonoscopy, fecal occult x 3, sigmoidoscopy, etc.

**Contact the health clinic to schedule your exam or your referral.**

### New TRICARE Referral Processing

Starting 22 March 2010, there will be a new procedure for the processing of TRICARE Network referrals. Starting 22 March 2010, all referrals to specialists on the German network, not counting those deemed to be urgent or emergent per your provider, will have a 48 hour processing time before an appointment can be made. Any same day, urgent or emergent referrals will continue to be processed immediately.

### Tobacco Cessation Classes

Interested in “kicking the habit”? Quitting tobacco use is one of the most important decisions you will ever make. Katterbach Health Clinic offers Tobacco Cessation classes. There are a total of 7 sessions you will attend. Studies have shown that you have a better chance of being successful if you have help. There are many ways you may get support.

By quitting tobacco use you can live longer and live better. Tobacco use is the leading cause of preventable death and disability in America. Smoking reduces your life expectancy by an average of 7 years. Quitting lowers your chance of getting cancer, having a heart attack or a stroke. Did you know that 87% of lung cancer cases are directly attributed to tobacco use? While smoking can cause fatal diseases, it can also cause you to have medical conditions such as chronic cough, sinus problems and fatigue.

Tobacco contains over 60 known carcinogens, poisonous gases such as carbon monoxide and the drug nicotine. People who use tobacco products have 2 problems. They are addicted and have formed a bad habit. However, addictions can be broken and new healthy habits can replace destructive ones. Tobacco use has an adverse effect on soldier readiness. Tobacco use causes a decrease in stamina, decrease wound healing, decrease in night vision, an increase in cold weather injuries, decrease in hand-eye coordination and an increase in overall injuries.

The people you live with, especially your children, will be healthier. Children of smokers are twice as likely to develop asthma as children of nonsmokers. If you are pregnant, you improve your chances of having a healthy baby by quitting tobacco use. Smoking during pregnancy can cause your baby to be born too early, to have a prolonged hospital stay and to be underweight (under 5 ½ lbs). Babies who are born underweight and/or born too early often are sick and have a variety of health problems.

Not everyone quits tobacco use the same way. There are people who quit “cold turkey” and people who have the class, who may use zyban and/or nicotine patches. A person’s own goal for their health is a very powerful factor. Scientific literature shows that patients do best at cessation from the use of zyban, the nicotine patches and by taking a class.

Remember, you will feel better and be healthier if you quit tobacco use. You will also have extra money to spend on things other than tobacco. A “pack a day” smoker spends approximately \$1,700 a year on cigarettes.

The next Tobacco Cessation orientation will be 8 April 2010. Sign up at the Katterbach Health Clinic now. Remember, almost 50 million Americans have successfully quit smoking!

Catherine Gehrau RN BSN

Community Health Nurse