



## ***FAQs regarding Space Available Appointment Changes at U.S. Naval Hospital Yokosuka***

Q. I heard on Facebook that I will only be able to make same-day appointments at USNH Yokosuka and that future appointments will no longer be available for Space-A patients. What should I do if I or one of my family members is sick but we cannot get a same-day appointment?

A. Space-available Primary Care appointments within 24 hours of starting time by calling the USNH-Y appointment line beginning at 0900 Monday-Friday. For example, if you call 10 am Monday morning for an appointment, you will be offered the next available appointment for your category through 10 am Tuesday morning. If an appointment isn't available you can call the next day starting at 9 am to schedule.

Q. If I cannot get a same-day appointment, can I use the USNH Yokosuka emergency room to receive needed care, for example if my child has a high fever? How much extra will using the emergency room cost me if I decide I cannot wait for an appointment?

A. The Primary Care appointment changes will not impact access to the Emergency Department or Specialty Clinics. If you believe that an illness or injury warrants emergent care, please call 911 or come to the Emergency Room. Billable costs for care are set by Congressional law, at Medicare rates and cannot be altered by local Commands.

Q. I usually need to plan to be away from work. How can I plan for work contingencies if I cannot make a hospital appointment more than 24 hours in advance?

A. Please refer back to your Human Resource department for information regarding work absence policies.

Q. Does this rule apply to all USNH Yokosuka services for Space-A patients? Is this just for sick call? Or is this for all departments?

A. This policy change only applies to Primary Care appointments scheduled through Medical Home Port. Access to the Emergency Department or Specialty Clinics will not change.

Q. What about follow-up appointments and surgeries? How about OB care if women are already pregnant? What about the pharmacy? Are those services still available to us and will these services change in the future as well?

A. The Primary Care appointment changes will not impact access to the Emergency Department, Pharmacy services or Specialty Clinics. At this time there are no plans to change access to those services/departments.

Q. I need medicine I cannot get out in town, but my doctor requires an appointment to get the prescription. How can I guarantee that these routine appointments are going to be available to me?

A. All Primary Care appointments must be scheduled through this process.

Q. How do I get physical therapy on a reliable and recurring basis?

A. Specialty Clinic appointments will not be impacted by this change.

Q. What does Primary Care include?

A. Primary Care encompasses Family and Internal Medicine as well as Pediatrics.

Q. How does my wife get prenatal care on a reliable basis?

A. The Obstetrics Clinic will not be impacted by the change as it is a Specialty Clinic.

Q. How do I get well-baby checks and sports physicals for our children?

A. Those services are provided by the Pediatric Clinic and as such must be scheduled as Space Available appointments.

Q. How do I schedule appointments for specialists such as urology and orthopedics?

A. Specialty Clinics and Services are scheduled as consults via your Primary Care provider. Once under the direct care of a Specialist, your subsequent appointments will not be subject to the Space A policy.

Q. How about the multiple sequencing of appointments (and fasting) for procedures such as colonoscopies?

A. Appointments scheduled through Specialty Clinics will not be impacted by this policy.

Q. How do I get recurring care for chronic illness like asthma, diabetes, high blood pressure, obesity?

A. Primary Care appointments must be scheduled on a space available basis. However, if under the direct care of a Specialist or Specialty Clinic, those appointments will be scheduled by said clinic.