



U.S. NAVAL HOSPITAL YOKOSUKA

HERE TO SERVE WITH CARE



Access to care for our patient population is a top priority for USNH Yokosuka and Navy Medicine. To ensure that CFAY's patient population receives medically necessary care when they need it, Congress and DoD leadership developed access prioritization for those assigned to CFAY and other OCONUS installations.

In order to continue meeting our goal of providing outstanding access, coordination, and delivery of medical and dental services within the Congressional and BUMED mandated policies, we will begin complying with existing patient access priority standards for Active Duty Family Members not enrolled in TRICARE Overseas Prime as well as Space-Available Patients (e.g. military retirees, US Civil Service, DoD contractors, Military Sealift Command and their family members).

Beginning 7 November 2017, patients that fall within the above categories will no longer be able to book future appointments for primary care through Medical Home Port. Patients must call the appointment lines after 0900 Monday through Friday to book space-available appointments over the next 24 hours.

For example: Patient calls in at 1100 and could be offered a choice of Medical Home Port (MHP) appointments from 1200 through 1600 that day or 0730 through 1100 the next. If no appointments are available, patients will be asked to call in the next day for space available appointments. Active Duty service members and their TRICARE Overseas Prime enrolled family members will still be able to call in at 0715, Monday - Friday, for appointments. Emergency room and specialty care access will remain unchanged.

We understand this change will be an adjustment for some patients however, we feel that this policy will enhance military readiness as well as afford the maximum availability of our limited resources to all of our patient population.

USNH-Y

Customer Service - <https://ice.disa.mil/>

Public Affairs - erika.y.figueroa.civ@mail.mil

Resources for additional information:

- <http://www.dodea.edu/Offices/HR/employees>
- <https://www.tricare.mil/>
- <https://www.opm.gov/healthcare-insurance/healthcare/>
- https://cnic.navy.mil/regions/cnrj/om/human_resources.html

