



Your HEALTH is our MISSION

What's New for NMCS D and Tricare online?

www.tricareonline.com

Based on feedback from users like you, we've introduced a few new features on TOL Patient Portal (PP) to help you manage your health.

- **Virtual Visits.** Virtual appointments are now available with your Primary Care Manager team via TRICARE Online. Virtual appointments consist of telephone or video appointments with your provider and should not be booked for emergent medical needs such as chest pain, difficulty breathing, or other new or worsening conditions where a provider must conduct a hands-on physical examination to best evaluate them. For those situations continue to employ 911 or Emergency Department visits using your best judgment. Virtual appointments should also not be booked for routine physicals, well woman examinations, or well-baby/child examinations due to the nature of those encounters.

If you have any questions about whether your medical needs can be cared for in a virtual appointment, please contact your medical home who will provide further advice. In order to minimize exposure to COVID-19 and to help flatten the curve, we advise you not go into your clinic unless directed to by your PCM team at the current time.

- **Nurse Advice Line (NAL) Phone Number.** The NAL icon now displays the United States phone number as you hover over on the TOL PP home page for quick reference (1-800-TRICARE, Option 1). Click on the NAL image to access Overseas contact information.
- **COVID-19 Test Results.** You can now see your COVID-19 test results once the results have been certified. Click on the blue "Health Record" button to access your records and laboratory results. The 4-day wait period remains for all other laboratory test results.

Reminder: To achieve best health outcomes and care, your healthcare team recommends you first attempt to schedule appointments with your PCM. For your convenience, PCM appointments are identified in bold with blue "PCM" icon.

Do you have questions regarding COVID-19?

The NMCS D COVID-19 HOTLINE is now available 24/7 at **619-532-5358**. If you would like to speak to a healthcare provider about COVID-19 symptoms, they are available Monday – Friday from 0730 to 1600.



Notice 001

March 16, 2020

As Naval Medical Center San Diego responds to the Coronavirus (COVID-19) pandemic, we remain dedicated to providing the highest quality healthcare to our beneficiaries. The situation is rapidly changing, so we wanted to inform you on a few ways our services will be changing in light of the nation-wide social distancing and movement restriction efforts.

Social Distancing:

The best way to minimize the spread of this disease is through social distancing. Minimize large gatherings to reduce the chance of person-to-person disease transmission. This also helps keep healthy and sick people separated. There are several efforts underway to help accomplish this, as listed below:

Only come to the clinic or MTF when you need medical care

If you are feeling well or have mild cold symptoms, DO NOT go to your local military hospital or clinic. Stay home instead. A surge in well patients can overwhelm our healthcare system, and inadvertently expose you to sick people. This is in accordance with CDC guidelines.

Modified Visitor Policy

NMCS D is limiting visitors to one per patient, and recommending alternate ways for patient-visitors to interact, such as phone calls, video-call applications on cell phones, tablets or laptops, and other web-based means.

Children under age 14 (without a medical appointment) will not be permitted.

Central screening entry points

Beginning March 16, there will be 5 centralized access points where visitors will be screened for symptoms before entering the facility. These efforts are consistent with guidance from San Diego County Public Health Department and are in line with regional best practices.

Virtual Health

Efforts are underway to maximize virtual appointments to provide care and reduce the number of visits in person.

Reducing Routine Services

It is likely that we may be reducing some routine services in the near future. More information will be posted on our website and Facebook page. While patients impacted by these reductions will be notified, we ask that patients check their voicemail inbox regularly and contact their provider prior to their scheduled appointment to determine if it has been postponed.

COVID-19 testing

At this time, NMCS D has limited COVID-19 testing kits, which are being used for symptomatic patients based on clinical assessment. Unfortunately, we do not have the ability to test everyone who wants a test, or screen members to assist with operational requirements. Hopefully more kits will be available soon so testing can be expanded. Beneficiaries should not go to their clinic or military hospital seeking a test. Stay home instead, unless you need medical care.

Pharmacy Cold Packs

At this time, we are unable to provide cold packs, which contain over-the-counter medications, so we do not recommend coming to the clinic or military hospital for these items.

We remain open and dedicated to our patients!

We would like to reassure our beneficiaries that anyone who needs care will get care. How this is accomplished may just look a little different. We remain committed to providing safe, high quality care to our patients and will continue to ensure we are doing this safely and as efficiently as possible.

Information Resources

The CDC has excellent guidance on everything COVID-19, from how to stay healthy, when to seek care, and what to do if you think you might be ill with COVID-19: <https://www.cdc.gov/>

NMCS D website: <https://www.med.navy.mil/sites/nmcsd/Pages/default.aspx>

Facebook: <https://www.facebook.com/NMCS D/>. Facebook Handle- NMCS D

Twitter Handle: NMC_SD

NMCS D Coronavirus Hotline: (619) 532-5358

Thank you for your understanding and support as we all work together in response to the COVID-19 pandemic.

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