

**WELCOME TO THE
ROBERT E. BUSH NAVAL HOSPITAL**

MCAGCC, Box 788250
TWENTYNINE PALMS, CA 92278-8250



New Staff Member's Handbook

September 2004

Welcome to Naval Hospital Twentynine Palms! We are a community hospital dedicated to providing “Force Health Protection” to the Marine Corps Air Ground Combat Center and their families, as well as to our retired shipmates and their families.

You, the staff of Naval Hospital Twentynine Palms represent the best in Navy Medicine. Our goal is to “Deliver Quality Care and Service” and you will excel at that goal and deliver world-class health care. We will work diligently to surpass the expectations of those we serve, and we will strive to make this hospital the choice for our patients to receive their care and the workplace of choice for our staff.

CHARLIE PAPA

Without ceremony or fanfare, Naval Medicine shifted its colors on Sept. 27, 2001, to “Steaming to assist.”

This “Steaming to assist.” and can be found on the flag pole of every Navy Medicine activity worldwide.

According to Captain Robert J. Engelhart, Commanding Officer, Robert E. Bush Naval Hospital, “The Superstars of this command are truly steaming ahead, assisting Marines, Sailors and families of the Marine Corps Air Ground Combat Center, and all those entrusted to our care.”



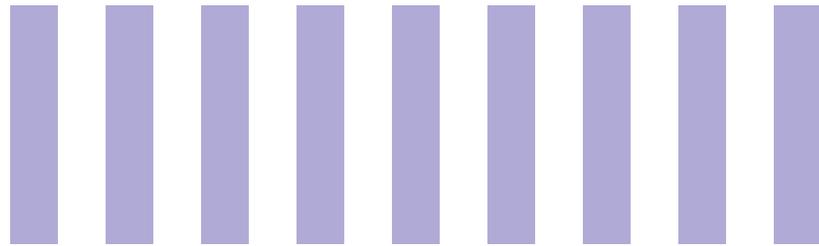
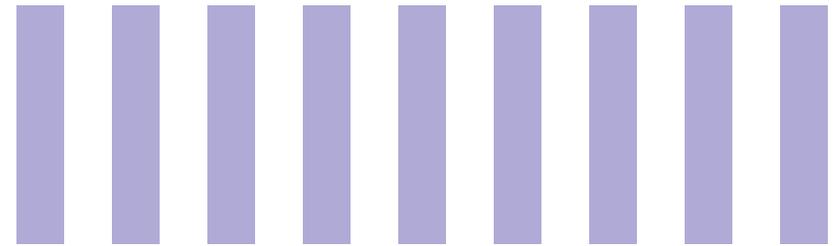


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MISSION

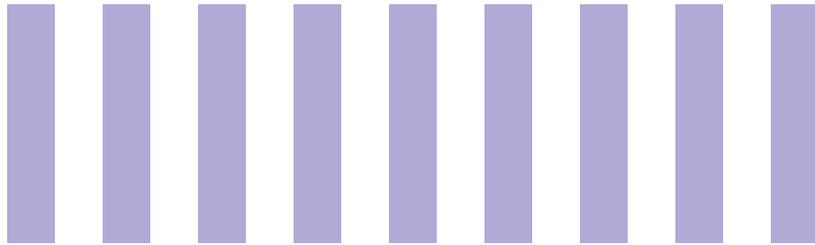
Our Mission is to:
 Ensure Force Health Protection
 Deliver Quality Care and Service

VISION

To be the hospital of choice for patients and the
 workplace of choice for staff.

VALUES

Doing what is right for the patient.
 Honor, Courage and Commitment
 People as our most important resource
 High quality health services in a safe environment
 Sound business practices



STRATEGIC GOALS

Clinical and Wellness Goal

We will use the best clinical practices to deliver quality, preventive and curative health services.

People Goal

We will promote an environment where all are appropriately assigned, well trained, supported and recognized

Best Business Practice Goal

Through best business practices and efficient coordination of care we will optimize resources, improve performance and achieve the best possible patient outcomes.



Executive Steering Committee

CAPT Robert J. Engelhart, MSC, Commanding Officer

CAPT Dianne J. Aldrich, NC, Executive Officer

CAPT David Norman, NC, Co-Director, Clinical Services

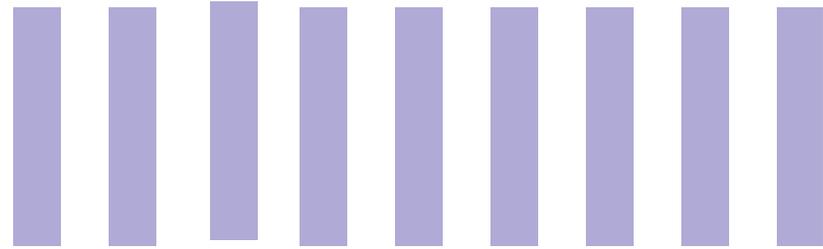
CDR Jay Erickson, MC, Co-Director, Clinical Services

CDR Arleta R. Fryslie, NC, Director Ancillary Services

LCDR Corazon D. Rogers, MSC, Director for Administration

LCDR Thomas L. Driver, MSC, OIC BMC China Lake

HMCS George C. Noli, Senior Enlisted Advisor



Robert E. Bush



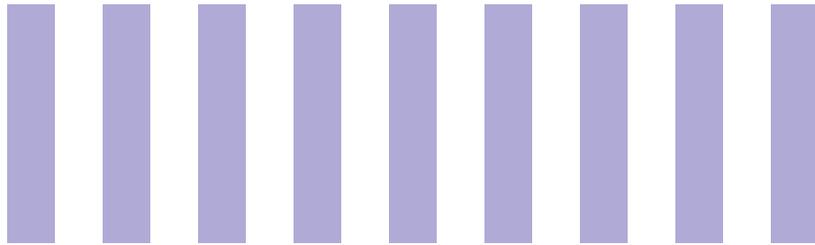
The President of the United States in the name of the Congress takes pleasure in presenting the MEDAL OF HONOR to

**HOSPITAL APPRENTICE FIRST CLASS
ROBERT EUGENE BUSH
UNITED STATES NAVAL RESERVE**

for service as set forth in the following

CITATION:

For conspicuous gallantry and intrepidity at the risk of his life above and beyond the call of duty while serving as a Medical Corpsman with a rifle company, Second Battalion, 5th Marines, 1st Marine Division in action against enemy Japanese forces on Okinawa Jima, Ryukyu Islands, 2 May 1945. Fearlessly braving the fury of artillery, mortar, and machine gun fire from strongly entrenched hostile positions, Bush constantly and unhesitatingly moved from one casualty to another to attend the wounded falling under the enemy's murderous barrages. As the attack passed over a ridge top, Bush was advancing to administer blood plasma to a Marine officer lying wounded on the skyline when the Japanese launched a savage counterattack. In this perilously exposed position, he resolutely maintained the flow of life-giving plasma. With the bottle held high in one hand, Bush drew his pistol with the other and fired into the enemy's ranks until his ammunition was expended. Quickly seizing a discarded carbine, he trained his fire on the Japanese charging pointblank over the hill, accounting for six of the enemy despite his own serious wounds and the loss of one eye suffered during his desperate battle in defense of the helpless man. With the hostile force finally routed, he calmly disregarded his own critical condition to complete his mission, valiantly refusing medical treatment for himself until his officer patient had been evacuated, and collapsing only after attempting to walk to the battle aid station. His daring initiative, great personal valor, and heroic spirit of self-sacrifice in service of others reflect great credit upon himself and enhance the finest traditions of the U.S. Naval service.



FORCE HEALTH PROTECTION

- **Create and Sustain a Healthy Force**

So that when we put a pair of muddy boots somewhere, the Sailor or Marine wearing them is physically, mentally and socially able to accomplish any mission our nation calls upon them to perform.

- **Deploy with Them to Protect Their Health**

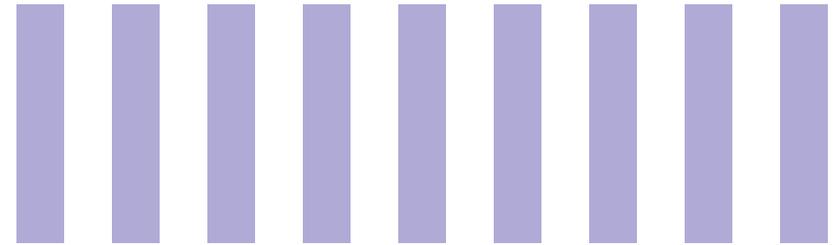
The battlefield is the office place of the warrior, who deserves the best possible protection from hazards that could prevent mission execution.

- **Restore Health when Needed: Deployed and at Home**

If numbers 1 or 2 fall, we are with them to deliver world class care: treatment, stabilization, medical evacuation. At exactly the same time AND level of importance, we deliver care to the spouses and families at home.

- **TRICARE For Life**

We help a grateful nation thank its retired warriors by giving them and their families health care for life.



FORCE PROTECTION CODES

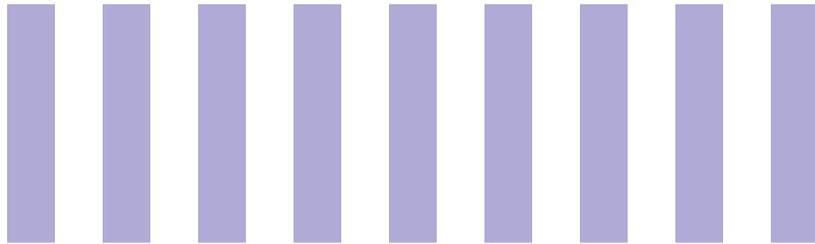
FPCON ALPHA— Applies when there is an increased general threat of possible terrorist activity against personnel or facilities, the nature and extent of which are UNPREDICTABLE.

FPCON BRAVO— Applies when an INCREASED GENERAL THREAT of terrorist activity exists. Physical security measures are more aggressive, terrorist warnings are more frequent and response actions are exercised. Physical security is not compromised for convenience.

FPCON CHARLIE— An incident has occurred or intelligence is received indicating some form of terrorist action or targeting against personnel or facilities is likely. Implementation of FPCON CHARLIE measures will create hardship, and affect the activities of the unit and it's personnel.

FPCON DELTA—Applies in the immediate area where a terrorist incident has occurred or when intelligence has been received that terrorist action against a specific location or person is IMMINENT. Normally, this FPCON is declared as a localized condition.





Navy Medicine Emergency Codes

“Know the Code”

Purpose: This list defines the standardized list of emergency codes for Navy Medicine (MTF’s & DTF’s) to provide a safer environment for patients, employees and visitors.

NEW CODE

PURPOSE

Code Blue Adult **Cardiac or Respiratory Arrest**
Adult- Code is activated to get equipment and specialized staff to the location of an Adult cardiopulmonary arrest.

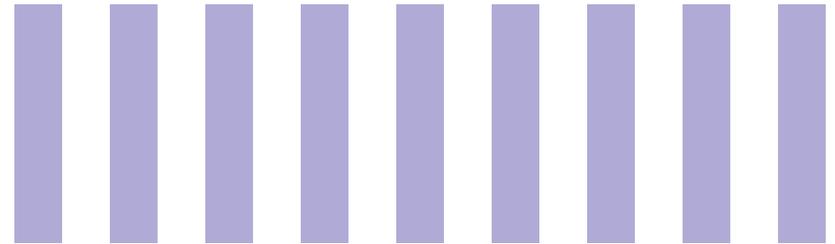
Code Blue Pediatric **Cardiac or Respiratory Arrest**
Pediatric - Code is activated to get equipment and specialized staff to the location of a Pediatric cardiopulmonary arrest.

Code Red **Fire – Code used whenever there is a real or suspected fire.**

Code Pink (Infant or Child) **Infant/Child Abduction – This code activated whenever someone is attempting to abduct and infant or child from an MTF or DTF.**

Code Black **Bomb Threat – Code is activated in the event of a bomb threat or discovery of a suspicious package.**

Code Orange **Hazmat Spill/Release – Code is activated to handle a hazardous material spill/ release within the healthcare facility or on its grounds.**



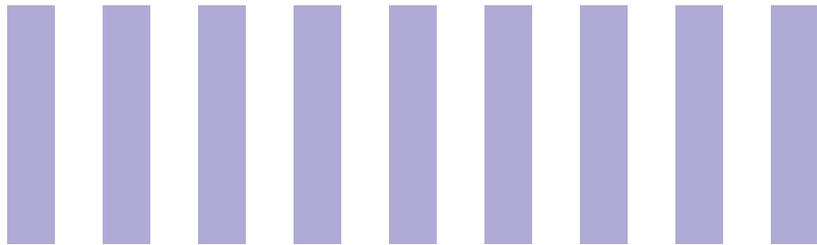
EMERGENCY CODES CONTINUED

Code Gray **Violence or Security Alert – Code to assist the staff to manage a combative person with or without a weapon. Security services will help to de-escalate the situation and/or restrain the individual(s).**

Code Green (Internal or External) **Internal or External Mass Casualty Event – Code is activated whenever there is an internal or external mass casualty event that may require significant support from several departments to assist with the emergency needs.**

Code Brown **Severe Weather Advisory – This code is activated when the National Weather Advisory announces the approach of severe weather (storms, hurricanes, tornadoes, snow, etc.).**





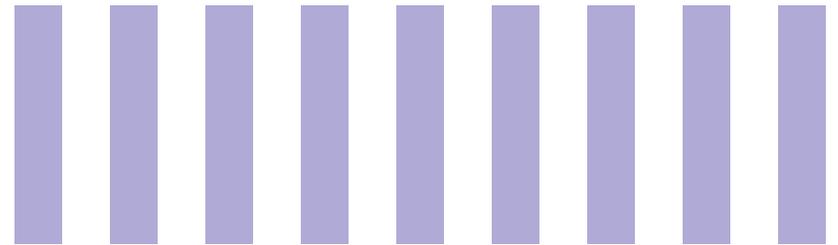
DEPARTMENTAL SPECIFIC INFORMATION

Quarterdeck: (760) 830-2190 DSN: 230-2190

Recall Procedure: _____

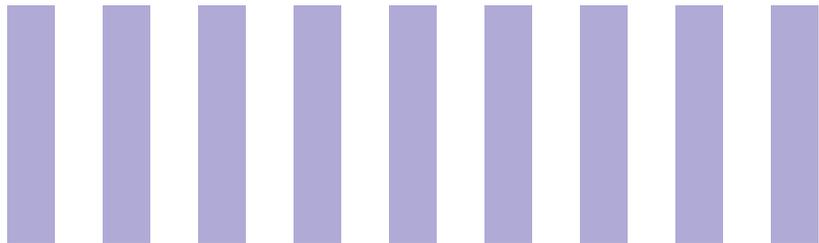
Beeper Number: _____

Other: _____



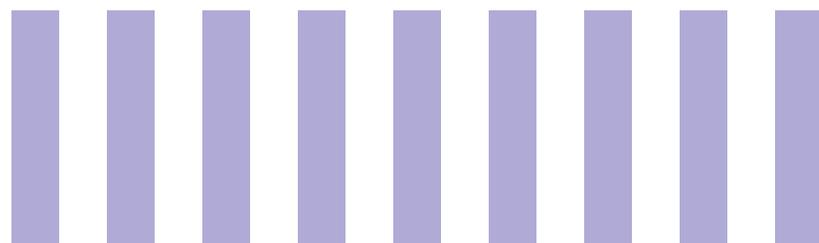
FREQUENTLY USED NUMBERS

Admissions	830-2526/2037
Anesthesia	830-2289/2290
Behavior Health Clinic	830-2724
Civilian Personnel	830-2474
Chaplain	830-2429
CMEO	830-2258/59
Command Ombudsman	1-800-459-0827
Command Legal Officer	830-830-2427
Consults	830-2127/2590
Customer Relations	830-2475
Credentialing Professional Affairs	830-2194
DEERS, ID Cards	830-7326/5365
Dental	830-7053/7054
DSN Access	94-230
Education and Training	830-2336/2944
Equal Employment Opportunity Office ...	830-7370
Emergency Medicine	830-2354/2476
Family Practice	830-2734/2887
General Surgery	830-2070/2071
Laboratory	830-2145/2101
LDRP Maternity Unit	830-2258/2259
Management Information (MID)	830-2446
Medical Boards	830-2031
Military Manpower	830-2651/2335
Military Sick Call	830-2621
Multiservice Ward	830-2301
Nutrition Management	830-2274
OB/GYN Clinic	830-2069/2227
Operating Room	830-2311
Operational Fleet Marine Liaison	83-2503
Optometry	830-2458



FREQUENTLY CALLED NUMBERS, CONTINUED

Outpatient Services	830-2184/2048
Orthopedics	830-2073/2071
Outpatient Records	830-2322/2529
Outpatient Services	830-2752
Pediatrics	830-2462
Pharmacy	830-2448/2137
Physical Therapy	830-2140
PMO (Base Security)	830-6800
Preventive Medicine	830-2002
Process Improvement	830-2456
PSD	830-2479/2339
Public Affairs Officer	830-2362
Quarterdeck	830-2190
Radiology	830-2155/2104
Risk Management	830-2539
Safety	830-2206
SATO	830-6622
Security (OMD)	830-2709
Staff Appointments (Same Day)	830-2887/2734
TAD Office	830-2197



TEMPORARY LODGING

Temporary Lodging Facility	(760) 830-6573/6583
Best Western Gardens Motel	(760) 367-9141
Circle C Motel	(760) 367-7615/7589
El Rancho Dolores	(760) 367-3528/3529
Harmony Motel	(760) 367-3351
Hillview Motel	(760) 376-5806./0334
Holiday Inn Express	(760) 361-4009
Motel 6	(760) 367-2833
Sunnyvale Garden Suites	(760) 361-3939
Sunset Motel	(760) 367-3484
Twentynine Palms RV & Golf Resort	(760) 367-3320
Twentynine Palms Inn	(760) 367-3505
Bed and Breakfast	
Homestead Inn	(760) 367-0030
Roughley Manor	(760) 367-3238

Note: Kitchenettes and weekly rates are available at some facilities. Very few of the local motels allow pets. Call to verify amenities, rates, and to make reservations.

Officer of the Year



Liutenant Karin H. Berzins
Civil Engineer Corps
Unites States Navy

Senior Civilian of the Year



Robert C. Knight
Supervisor Central Appointments

Senior Sailor of the Year



Hospital Corpsman First Class
Reynaldo L. Locquaio, Jr.
United States Navy

Junior Sailor of the Year



Hospital Corpsman Third Class
Linsey R. Elliott
United States Navy

Civilian of the Year



Antonio M. Jimenez
Temporary Additional Duty Clerk

OUTPATIENT SERVICES

Behavioral Health Clinic

Patients are seen by appointment only and must be referred by a medical officer. For information, call 830-2724.

Dietetics

For information on how to obtain dietary counseling, and/or Diabetes class, call 830-2274.

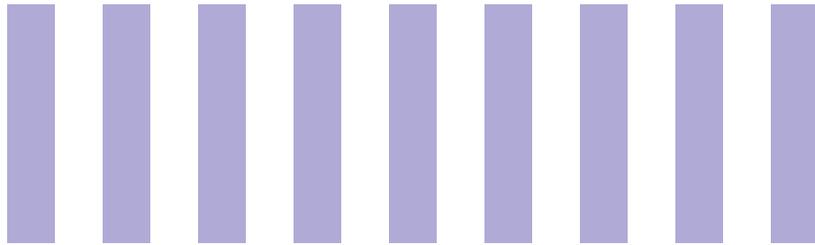
Emergency Medicine Department

An on-base ambulance service operates 24 hours a day and is available by calling 911. Any condition requiring specialized services not provided by this facility will be stabilized and transported appropriately.

Family Medicine Clinic

The Family Medicine Clinic provides full scope primary care services to patients of all ages. This includes preventive health visits, the management of acute and chronic illnesses in the outpatient and inpatient setting, and family centered pregnancy care from the first OB visit through delivery for both the mother and newborn. We also provide a broad range of minor surgical procedures including vasectomy, screening flexible sigmoidoscopy, colposcopy, and skin biopsies among others. Pediatrics offers scheduled appointments for well child, newborn, and acute visits for General Pediatric care.

Health Promotions, call 830-2814 for information on Tobacco Cessation classes.



OUTPATIENT SERVICES CONTINUED

Internal Medicine Clinic

Services provided by referral from Primary Care Provider --Exercise Treadmill Testing (ETT); Outpatient Holter (24 Hour) and Event (2-4 weeks) monitor testing; Specialty evaluation of adult medical conditions;

Evaluation for Limited Duty and Medical Boards; Coumadin Clinic; Diabetes Education (new diagnosis and follow-up) by appointment with Clinic Nurse at (760) 830-2175

Immunization Clinic

The clinic is open on Mon.-Tu.-Th.-Fri. from 0830-1130 and 1300-1545 and on Wed. from 0830-1100. For more information, call 830-2403.

Industrial Hygiene, call 830-2001 for information.

Internal Medicine Clinic

Provides care for adult patients with a wide range of medical problems. For more information, call 830-2090

OB/GYN Clinic, call 830-2069 for information .

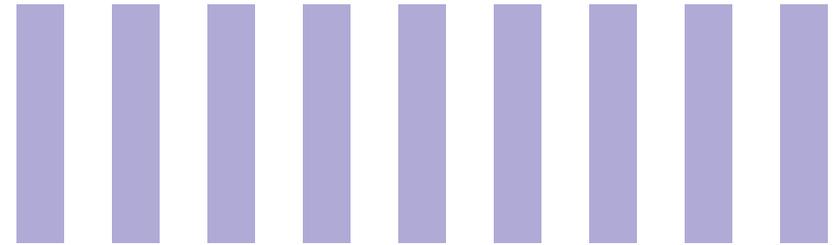
Occupational Health

Provides audiology exams, occupational physical exams and respirator fittings. For more information, call 830-2002.

Optometry Clinic, call 830-2458 for information.

Orthopedic Clinic, Provides orthopedic services by consult only. For information, call 830-2070.

Pharmacy, call 830-2137 for prescriptions and refills.



OUTPATIENT SERVICES CONTINUED

Physical Therapy Clinic, call 830-2140 for information.

Population Health

Primary Care Clinic

Provides primary medical care based on a family practice model. This comprehensive clinic provides acute care, physical exams, and consultative options for specialized medical care. For more information, call 830-2887.

Staff Sick Call

Held in the Primary Care Clinic from 0730-0830 Monday-Friday except holidays. For more information, call 830-2887.

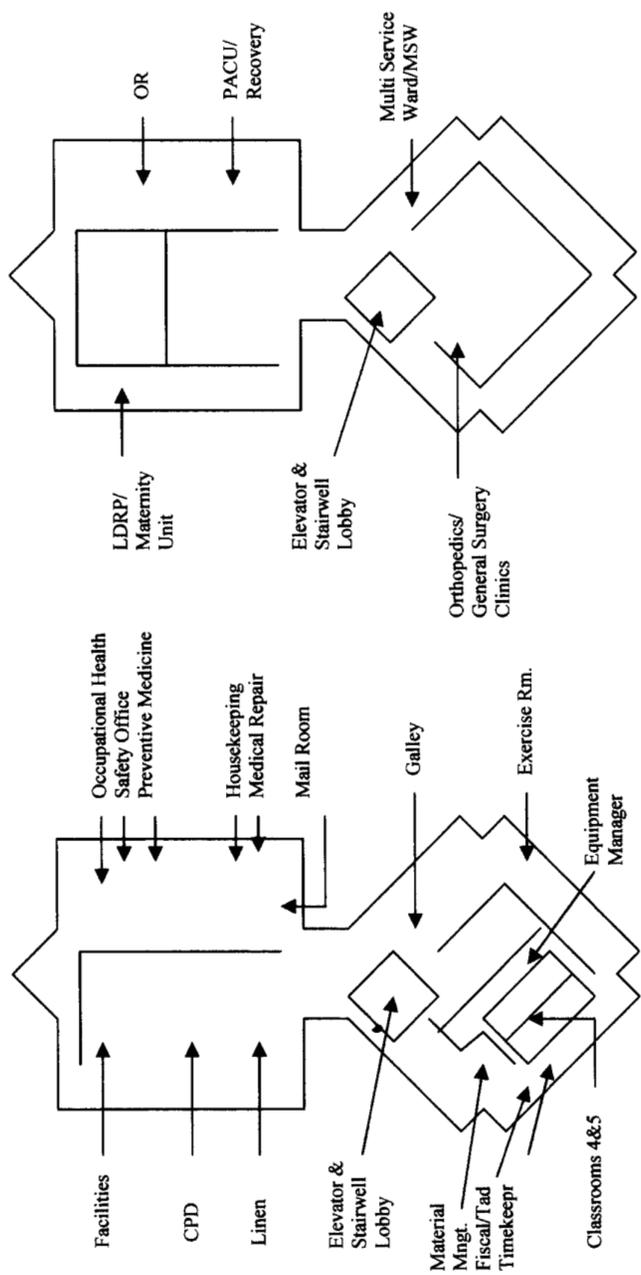
Surgery Clinic

Provides treatment for patients requiring minor and major general surgery by consult only. For information call 830-2090.

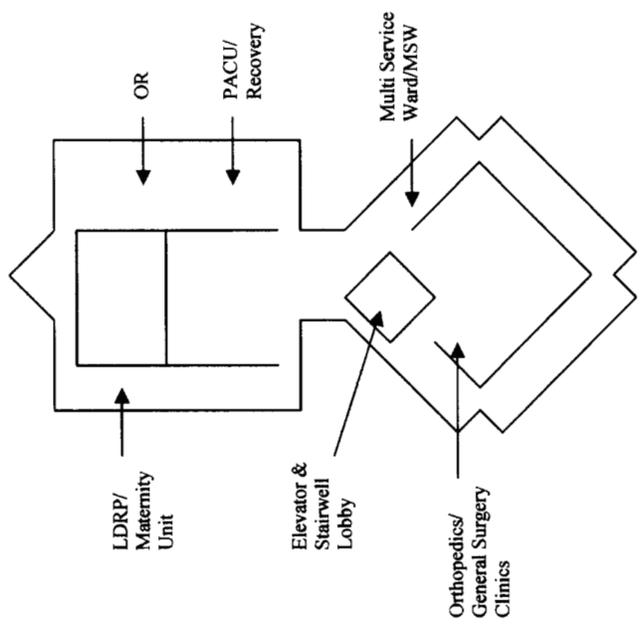
Utilization Manager

Discharge planning coordinator, active duty case manager. 830-2127

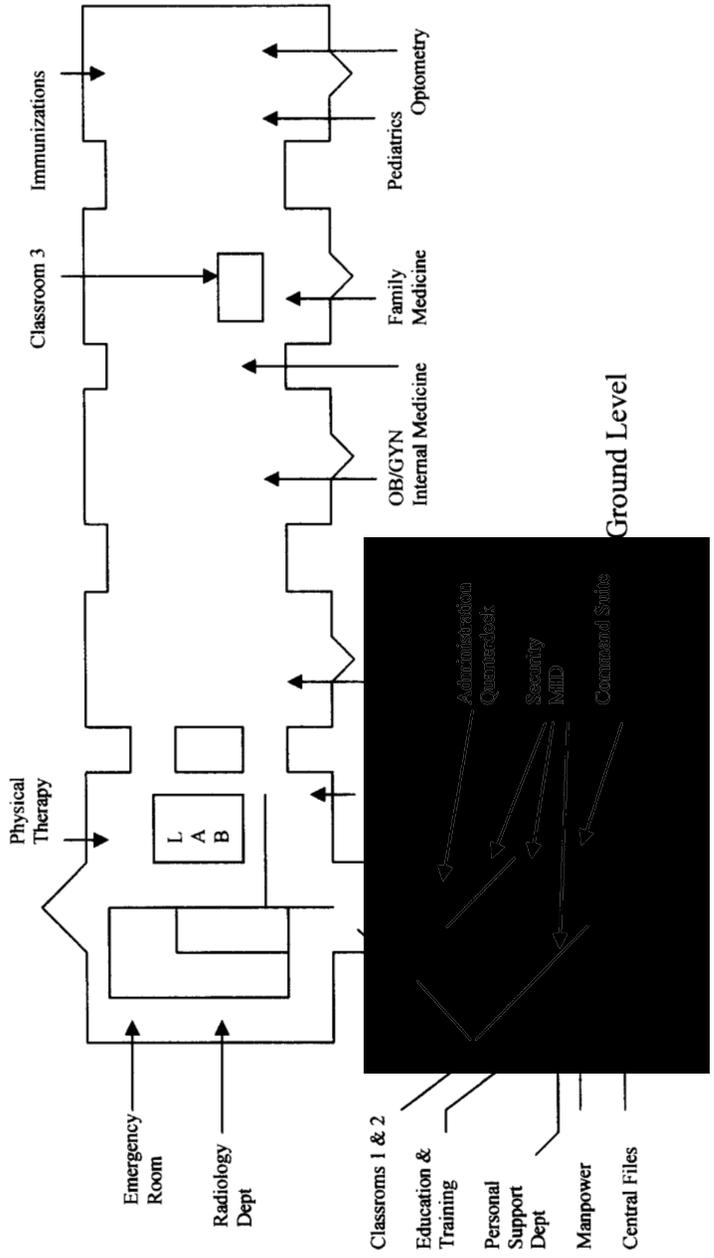
Hospital Map



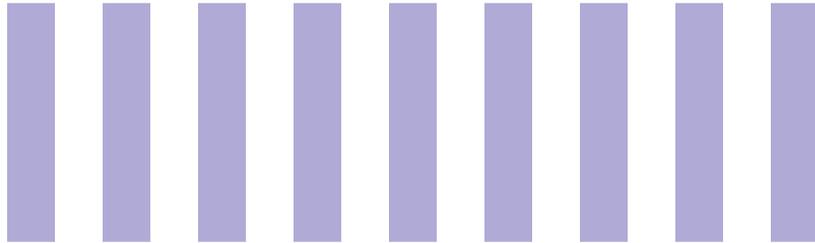
Lower Level



Upper Level



Ground Level



COMMAND POLICY STATEMENTS

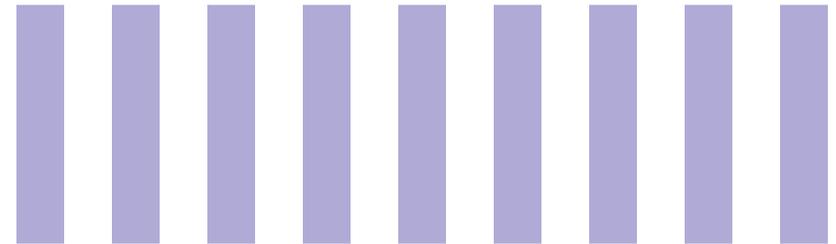
Occupational Health and Safety Policy

I am committed to providing a safe work environment that is free of hazards that are likely to cause harm to our patients, visitors and to our most important resource, the staff of Naval Hospital Twentynine Palms. Injuries result in needless pain and suffering and impair our ability to succeed at our mission. It is the responsibility of every member of this command, and a direct function of the chain of command, to comply with the initiatives and regulations of the Navy’s Occupational Safety and Health (NAVOSH) Program, and to work closely with our Safety Manager to create, maintain and nurture a safe environment. Taking occupational safety and health for granted is never acceptable.

We must incorporate occupational safety and health into our daily decision-making process so that it becomes an integral part of our culture. Our Safety Manager will provide administrative and technical guidance and will ensure that the program functions in accordance with applicable laws, standards, and instructions. Personnel may review copies of the NAVOSH standards, records of safety and health committees and their actions and recommendations, the Hazard Communication Plan, and other occupational safety and health program documents.

Safety is everybody’s responsibility and I expect all on-the-job mishaps and unsafe situations to be promptly reported. Under no circumstance will an employee experience any form of adverse action for exercising the right to participate in the Safety Program. Supervisors will periodically inspect their work environments to identify and promptly correct unsafe and unhealthful work conditions. Additionally, supervisors will ensure that their employees are aware of the hazards in their work environment and correctly apply the appropriate safety precautions.

Our Safety Program is an indispensable element of our command success. It is the responsibility of each member of this command to make occupational safety and health our way of doing business. I cannot over emphasize the need to work together as a team to achieve mission success safely.



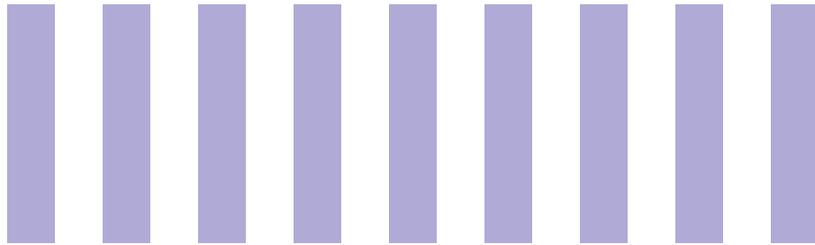
COMMAND POLICY STATEMENTS

CO’s Policy Statement on Prevention of Sexual Harassment

References:

(a) SECNAVINST 5300.26C

1. SEXUAL HARASSMENT IS INCONSISTENT WITH NAVAL SERVICE AND NAVY CORE VALUES, AND WILL NOT BE TOLERATED AT NAVAL HOSPITAL TWENTYNINE PALMS. My policy regarding sexual harassment is in absolute accordance with that of the Department of the Navy (DON) per reference (a). All personnel are responsible for their behavior and for maintaining a work environment free from inappropriate and unacceptable behavior.
2. Sexual harassment involves conduct that based on “a reasonable person standard” from the recipient’s perspective, would be considered sexual in nature. Sexual harassment as defined in reference (a) is any behavior that meets the following three criteria: unwelcome, sexual in nature, and occurs in or impacts the work environment. Off-duty conduct that is disruptive to the work environment may also be considered to be sexual harassment.
3. No individual shall take reprisal action against a person who provides information on an incident of alleged sexual harassment, or knowingly make a false accusation of sexual harassment, or while in a supervisory or command position, condone or ignore sexual harassment.
4. Individuals who believe they have been sexually harassed are encouraged to inform their chain of command and seek assistance from the Command Managed Equal Opportunity Program Manager (CMEO).
5. Sexual harassment, reprisal actions and false accusations are not in keeping with Navy Core Values. Therefore, reports of misconduct will be investigated and disciplinary action will be swift in substantiated cases including cases involving supervisors who condone such misconduct.



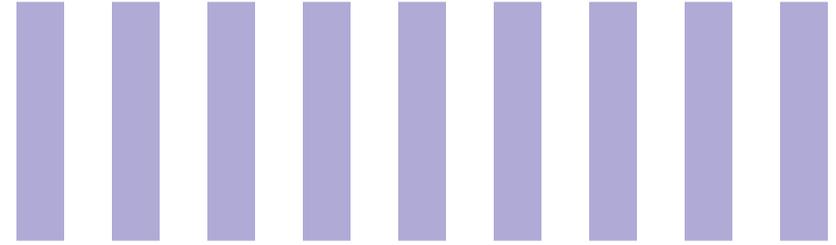
COMMAND POLICY STATEMENTS

CO's Policy Statement on Equal Opportunity

References:

- (a) SECNAVINST 5350.16
- (b) Negotiated Agreement between NHTP and Local 2018
- (c) U.S. NAVY REGULATIONS, 1990

1. DISCRIMINATION HAS NO PLACE IN THIS COMMAND, IS INCONSISTENT WITH THE NAVY'S CORE VALUES AND WILL NOT BE TOLERATED. It is my policy, to support equal opportunity in Federal employment, for civilian employees and military members on the basis of merit and fitness to do the job, regardless of race, ethnicity, color, sex, national origin, religion, age physical impairment or mental impairment consistent with all laws, rule, and regulations of the U.S. Navy and the Federal government.
2. I am committed to the Navy's goal to pursue a diverse work force consistent with the stipulations of references (a) and (b). I will demonstrate "Zero Tolerance" for any staff member who participates in an organization that supports supremacist activities in efforts to deprive individuals of their civil rights per Article 1167 of reference (c).
3. The chain of command is responsible for preserving every person's right to a workplace free from discrimination and will take immediate action when any sign of discrimination occurs. I will actively monitor this issue and will accept no less than full compliance by all members of this command.
4. Robert E. Bush Naval Hospital, Twentynine Palms has an appointed member to oversee the Command Managed Equal Opportunity (CMEO) Program. The CMEO Manager is directly responsible to me, and for assisting the chain of command in supporting and strengthening Equal Opportunity.
5. Reports of misconduct will be investigated and disciplinary action will be appropriately processed in substantiated cases under the Uniform Code of Military Justice.



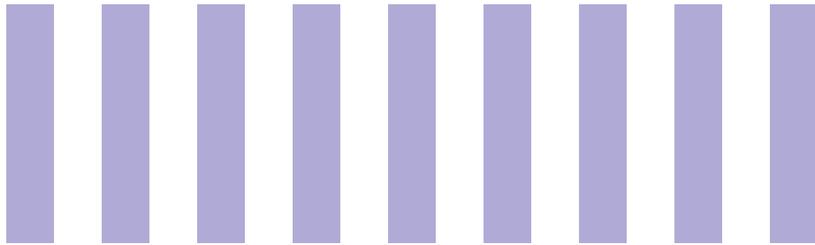
COMMAND POLICY STATEMENTS

CO's Policy Statement of Drug and Alcohol Abuse

References:

- (a) OPNAVINST 5350.16
- (b) SECNAVINST 12792.3
- (c) Negotiated Agreement between NHTP and Local 2018

1. DRUG AND ALCOHOL ABUSE ARE INCONSISTENT WITH NAVAL SERVICE AND NAVY CORE VALUES AND WILL NOT BE TOLERATED AT NAVAL HOSPITAL TWENTYNINE PALMS. I fully support references (a), (b) and (c) and will enforce the Navy's "ZERO TOLERANCE" policy on drug abuse and the Navy's "RESPONSIBLE USE" policy on alcohol consumption. Abuse of either substance is contrary to this organization's high standards of performance, military discipline, operational readiness and mission accomplishment. You will be held accountable for your actions.
2. Drug abuse and alcoholism are preventable and treatable conditions. If you are a military staff member and have a drug or alcohol problem, you may refer yourself to the Command Appointed Drug representative. Under reference (a), self-referral may allow you the opportunity for drug/alcohol rehabilitation treatment and possibly non-punitive administrative processing. However, self-referral AFTER drug testing is TOO LATE.
3. Any military staff member identified as violating the Navy drug or alcohol policy and/or program, will be swiftly and appropriately processed under the Uniform Code of Military Justice.
4. Civilian employees with substance abuse problems may voluntarily seek confidential assistance from the Civilian Employee Assistance Program (CEAP) by contacting the Human Resource Office. Any civilian employee, whose behavior indicates that they may be under the influence of drugs or alcohol, may be required to submit to reasonable suspicion testing and may be subject to discipline per reference (b).



INPATIENT SERVICES

Multi-service Ward (MSW)

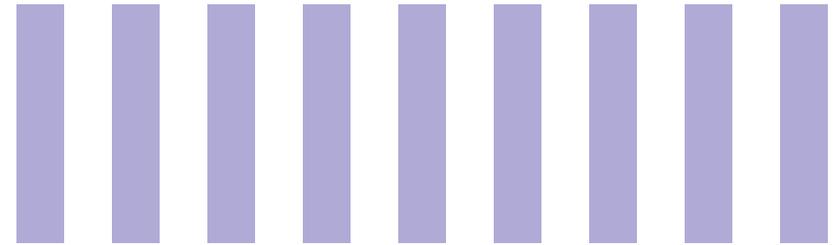
- Admits both children and adults with medical or surgical problems.
- Available beds -- 15
- Isolation beds -- 2
- Special observation room with monitoring capability -- 2
- Additional telemetry beds available

Desert Beginnings Birthing Unit

- Admits pregnant, laboring and postpartum women and their babies.
- Labor, Delivery, Recovery & Postpartum (LDRP) Rooms -- 7
- Antepartum Room -- 1
- Procedure rooms -- 2

Operating Room

- Operating suites -- 4
- Recovery beds -- 4
- Ambulatory procedure beds -- 2



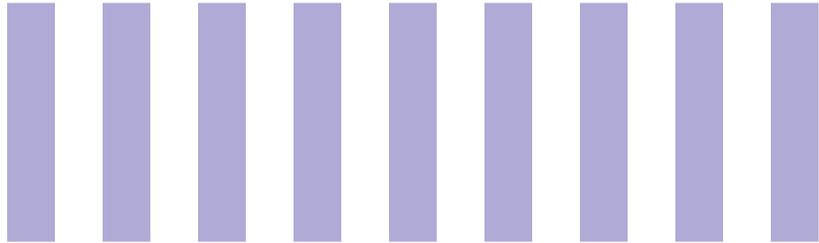
COMMAND POLICY STATEMENTS

CO's Policy Statement on Fraternalization

References:

(a) OPNAVINST 5370.2B

1. My policy regarding fraternization is consistent with that of the Department of the Navy (DON) per reference (a).
2. Fraternalization is a term traditionally used to identify personal relationships between an officer and enlisted member that violate the customary bounds of acceptable senior-subordinate relationships. However, fraternization also includes improper relationships and social interaction between officer members, between enlisted member, and between staff and students. These relationships are contrary to Naval customs because they undermine the respect for authority, which is essential to mission accomplishment.
3. Proper social interactions and appropriate personal relationships are an important part of this command's morale and esprit de corps. In order to preserve the chain of command and maintain good order and discipline, personal conduct reflective of fraternization is not only unacceptable, it will not be tolerated. Seniors must provide guidance or appropriate relationships that build cohesion and morale.
4. I expect every military member, both officer and enlisted, to be attentive to their personal associations and those of their subordinates, so that all actions are supportive of the military chain of command and enhance our Robert E. Bush Naval Hospital military/civilian team.
5. Reports of misconduct will be investigated and disciplinary action will be appropriately processed in substantiated cases under the Uniform Code of Military Justice.



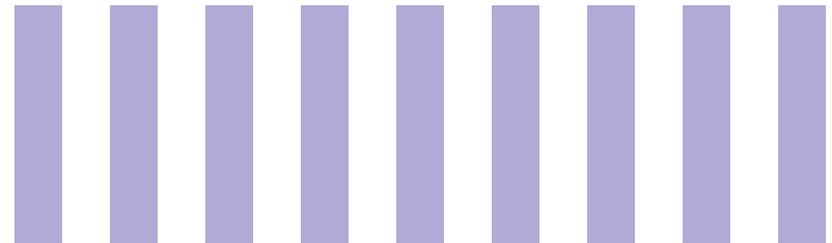
COMMAND POLICY STATEMENTS

CO's Policy Statement on Hazing

References

(a) SECNAVINST 1610.2

1. HAZING IS INCONSISTENT WITH NAVY CORE VALUES, AND WILL NOT BE TOLERATED AT NAVAL HOSPITAL TWENTYNINE PALMS. I completely advocate reference (a) and expect full adherence to its contents by all staff at this command.
2. Hazing is an exposure of a military member, regardless of rank, to acts usually conducted by other services members regardless of rank which are cruel, abusive, humiliating, oppressive, demeaning, or harmful. It occurs without proper authority, it is not a "time honored tradition" and it has no place in modern Naval service.
3. All command members are forbidden to engage in hazing, consent to acts of hazing and condone or ignore hazing. It is the responsibility of every officer, enlisted member and employee, at Robert E. Bush Naval Hospital, Twentynine Palms to ensure that hazing does not occur in any form at any level. The chain of command will ensure that personnel are treated with dignity and respect during command-authorized ceremonies and activities.
4. Individuals who believe an act of hazing has occurred are encouraged to inform their chain of command and seek assistance from the Command Managed Equal Opportunity Program Manager (CMEO). Reprisal actions against a victim or witness of a hazing incidence are strictly prohibited.
5. Allegations of misconduct will be thoroughly investigated and disciplinary action will be appropriately processed in substantiated cases under the Uniform Code of Military Justice.



STAFF EDUCATION AND TRAINING

Information/Class Schedules

Gerry Cottey 830-2336

Navy Knowledge Online:

www.nko.navy.mil

Navy Medicine OnLine:

www.navymedicine.med.navy.mil

My Pay

www.mypay.dfas.mil

Bureau of Naval Personnel:

www.bupers.navy.mil

Naval Medical Education and Training:

www.nshs.med.navy.mil

Navy College/Tuition Assistance:

www.navycollege.navy.mil

Uniform Shop and Regulations:

www.nexnet.navy.mil

Marine Corps Air Ground Combat Center:

www.29palms.usmc.mil

Robert E. Bush Naval Hospital:

www.nhttp.med.navy.mil

