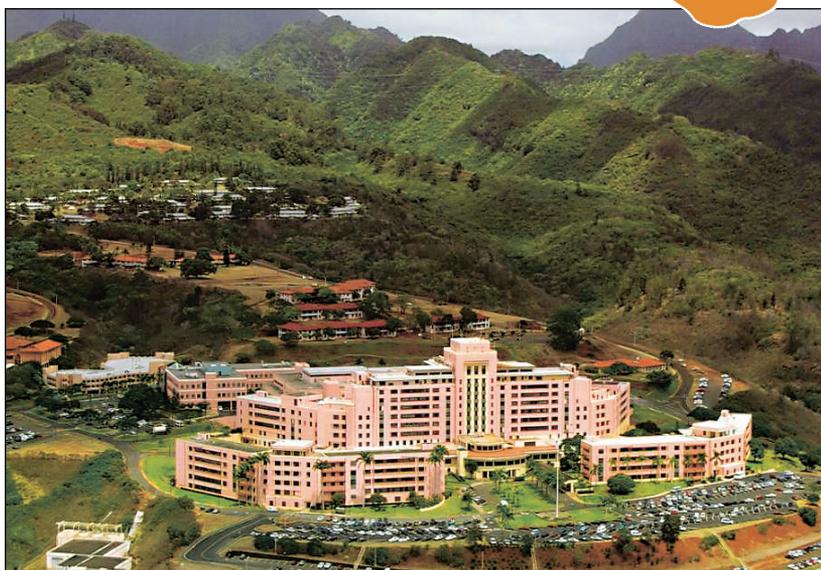




*Welcome!*



*Aloha e Komo Mai!* which is Hawai'ian for "Hello and Welcome" to Tripler Army Medical Center. We, the Tripler family, are always striving to bring you and your family the best healthcare available. We are committed to bring you and your family quality services, and making sure the care you receive is the best you've ever experienced.

This guide will give you basic information about Tripler Army Medical Center (TAMC), and services nearby. If you have ideas on how to make this guide better, please call the Tripler Patient Administration Division (PAD) at (808) 433-2494,

or fax us at (808) 433-1365, or email us at: [TAMCPAD@amedd.army.mil](mailto:TAMCPAD@amedd.army.mil).

You can also quickly tell us, or any other office at Tripler, for that matter, just how we are doing, by visiting the website <http://ice.disa.mil>, and filling out a customer evaluation form called ICE (Interactive Customer Evaluation) System.

Also, survey cards are placed throughout the medical center as another way you may contact us.

We extend a special thank you to all of you in uniform who are defending our country and to all the veterans who have given so much to our nation. We also thank the families

# Welcome

who support all of you. Mahalo for allowing us to serve you!

## What Did You Say? What Does That Mean?

We respect your cultural needs. If you need assistance in any way, please tell your nurse. It is very important to us that you are comfortable in our hospital. This includes making sure you understand what we say to you and that we understand what you would like to say to us. If you have special needs, or if you would like an interpreter, the nursing staff will be happy to assist you and your family. Translator service is available 24 hours a day.



## MISSION

Service to our Nation through high quality healthcare.

## VISION

A premier tertiary military health and education center providing safe, high quality care and service to maximize the well-being of all we serve.

## VALUES

Loyalty  
Honor  
Respect

Duty  
Integrity

Selfless Service  
Personal Courage



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# Share Your Concerns

The Customer Relations Office staff assists patients and family members to resolve their healthcare concerns, by serving as liaison between the patient and staff. They also welcome compliments about any service you receive. This helps Tripler's managers identify the good our staff is doing and ways to improve service as needed throughout the medical center. Also, we work constantly to improve Patient Safety and Quality of Care. If you notice something that seems unsafe, we want to know about it. We encourage patients and staff with ideas, concerns or complaints to contact:

Customer Relations Office  
Mountain Entrance, 4th Floor  
Room 4G818  
Monday through Friday:  
7:30 a.m. to 4 p.m.  
Weekends: (808) 433-6661  
Phone: (808) 433-6336  
Web site: [TAMCCustomer  
RelationsOffice@amedd.army.mil](mailto:TAMCCustomerRelationsOffice@amedd.army.mil)

We want Tripler's staff and patients to be aware that no disciplinary action will be taken because an employee has reported safety or quality concerns to the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). Tripler patients and

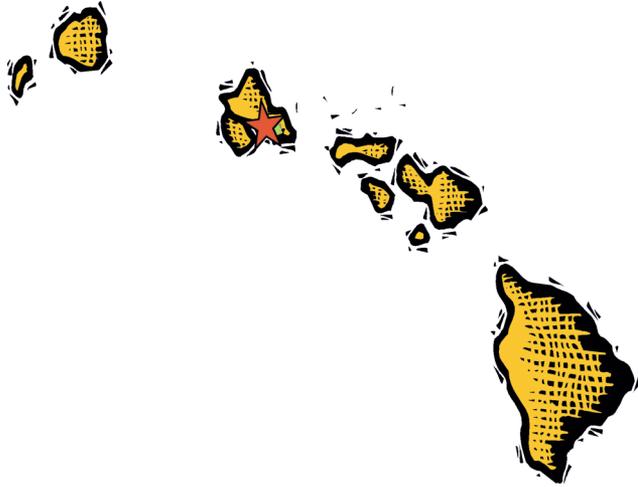
staff may contact JCAHO through the following channels:

Monday through Friday:  
8:30 a.m. to 5 p.m. (CST)  
Toll free: (800) 994-6610  
Fax: (630) 792-5636  
JCAHO - Office of Quality  
Monitoring Joint Commission  
on Accreditation of Healthcare  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Email: [complaint@jcaho.org](mailto:complaint@jcaho.org)  
Web site: [www.jcaho.org](http://www.jcaho.org)





# Welcome to the Island



If you are arriving to Tripler from overseas, we want you to feel right at home. Please contact the office that best suits your needs:

- Air Force Liaison.....(808) 433-6775
- AF Liaison Fax .....(808) 433-4775
- Marine Corps
  - Liaison .....(808) 433-6614
- Navy Liaison .....(808) 433-6611
- Marine/Navy Liaison
  - Fax .....(808) 433-4330

Western Pacific (WESTPAC)  
Case Manager/Referral Coordinator

- Office .....(808) 433-3696
- Fax .....(808) 433-4330
- 24 hour pager .....(808) 574-2929

## Information Center

Your family and friends may reach you through the TAMC Information Center at (808) 433-6661 or by consulting the digital monitors located on the Oceanside lobby. The information center fields hundreds of questions daily.

Text Telephones (TTY) (808) 433-5767 is available 24 hours a day. This is only for callers using a telephone device for the hearing impaired. The TTY line is located at the information center.

In locations near both Oceanside and Mountainside entrances, there are DSN and courtesy phones. Some numbers require prefixes outside Tripler.





# Useful Numbers and Telephone Tips



Admission & Disposition .....	(808) 433-6112
AF Liason Fax .....	(808) 433-4775
Air Force Liaison.....	(808) 433-6775
American Red Cross .....	(808) 433-6631
Birth Certificate .....	(808) 433-2031
Business Services.....	(808) 433-6100
Clergy (Chaplain) Office .....	(808) 433-5727
Customer Relations .....	(808) 433-6336
Food & Nutritional Service .....	(808) 433-5330
Gift Shop .....	(808) 833-1267
Health Education & Wellness .....	(808) 433-5210
Information Center.....	(808) 433-6661
Marine Corps Liaison .....	(808) 433-6614
Marine/Navy Liaison Fax .....	(808) 433-4330
Military Information .....	(808) 449-7110
Navy Liaison .....	(808) 433-6611
Patient Financial Services .....	(808) 433-6107
Pharmacy Services.....	(808) 433-7880 ext. 0
Social Work .....	(808) 433-6606
Surgical Waiting Area .....	(808) 433-5994
TAMC Police .....	(808) 433-1111

### Prefixes:

Within Tripler: 3+last four digits (3-xxxx)

Local calls: 99+phone number (99-xxx-xxxx)



# Your Health Care Team

## Partners in Care

### “You Are A Valued Member”

- ▶ During your stay at Tripler we encourage you to learn more about your health and become actively involved in your care.
- ▶ Tripler believes that you, the patient, are the most important part of the healthcare team.
- ▶ As a member of the health care team, we want your help in making decisions about your care. In doing so, you and your family will be working with the other members of your health care team.

### What to Say to Your Doctor

Your doctor is a valuable resource for health information. Here are some questions your doctor can answer for you:

- ✓ What’s wrong with me?
- ✓ What treatment do you recommend?
- ✓ What are the benefits of these treatments?
- ✓ What are the risks?
- ✓ What do I need to do when I go home?
- ✓ How do I follow up?

### Reminders

- ▶ Remember it is hard to listen well and understand when you are anxious or afraid.
- ▶ Take notes to help remember what your doctor says. You may also have a family member or a friend there with you.
- ▶ Having someone with you also helps your family know what is happening. You may want their help in making decisions. We have created many educational opportunities for you.
- ▶ Let us know how you like to learn new information. Your nurse can provide information with fact sheets available on the ward.





# Our Doctors



You are at a premier health care teaching facility. Premier because TAMC is recognized by the Accreditation Council for Graduate Medical Education as having well-trained, fully qualified doctors teaching high quality doctors-in-training.

TAMC is proud to employ doctors that have attended the best medical schools in the country. All of our Staff doctors are board-certified in their specialty and have a State license to practice medicine. All of our resident doctors have graduated from top medical schools and have been selected to train in their specialty here in Hawaii.

## Did You Know?

- ▶ Your Doctor has completed 4 years of college!
- ▶ Your Doctor has completed 4 years of medical school!
- ▶ Your Doctor has completed a residency of 3-5 years!
- ▶ Your super-specialist has completed an additional 1-3 years of study!
- ▶ Your Doctor has taken 4-6 national exams just to care for you today!
- ▶ Your Doctor takes an exam every 6-7 years to stay on top!



# Our Doctors

Your medical team will consist of one or two senior medical doctors who are your assigned Staff Physicians and 2-3 doctors who are Resident Physicians.

In addition, you may have Medical Students who have not yet graduated from medical school as part of your team. Medical students will introduce themselves to you as “Lieutenant” or as “Doctor in Training” and their name.

Sometimes your care requires doctors who have specialized in one part of the body or in a certain type of disease. These fully trained super-specialists will consult with you and your staff doctor to recommend the best care for you.

You should be aware that there have been many nationwide research studies done that prove that care given in a teaching hospital like TAMC is better than any other type of hospital. If you would like to see these studies, please just ask your nurse to contact the Patient Education Office.

## **Your Medication—What, When, Where, Why, How**

Give as much information as you can to the person treating you. Tell them your health history (any diseases or conditions that you have today or have had in the past and any allergies you have), and a history of diseases and conditions in your family.

Carry a list of all the medications you take, including prescription drugs, over-the-counter medicines, herbal or homeopathic remedies, vitamins, dietary supplements and

illegal drugs. Show this list to the doctor or nurse, and also to your pharmacist. Correct the list each time there is a change in your medication. Ask questions.

Each time the doctor prescribes a new medicine for you, ask:

- ✓ What is the name of this medicine and how is the name spelled? Ask the doctor to print out the name.
- ✓ What is the correct dose and when do I take it?
- ✓ What side effects are normal with this medication?
- ✓ What side effects are not normal and what should I do if I have them?
- ✓ How long will I need to take this medicine?
- ✓ Will I need to get refills?
- ✓ Is there anything I should stop doing while I’m taking this medicine? (Such as drinking alcohol, taking home other drugs, being in the sun.)
- ✓ Tell the nurse if you don’t feel well after receiving medication of any kind.
- ✓ If you have any type of reaction call and ask for help.

When you collect your medication take it out and read the label while you are at the pharmacy. Make sure it is what was prescribed for you, that the dosage is correct, and that it is not something to which you are allergic. The label will also have additional information on known harmful drug interactions and side effects. Ask your doctor or pharmacist if you have any questions.



# Fulfilling Your Wishes

Making sure your wishes are carried out even after you are no longer able to make your own decisions is very important to us. It is your right to accept, limit or refuse care during your entire stay at Tripler. We need your help with telling us what you want us to do if the time should come when you cannot make or communicate your decision. We use two tools:

- ▶ **Living Will (Advance instructional directive)**—will tell us exactly what you want us to do if you can no longer make or communicate your decision to accept, limit or refuse treatment.
- ▶ **Healthcare Proxy (durable healthcare power of attorney)**—Allows you to choose someone you trust to make decisions for you when you are unable to make them yourself.



These tools are completed ahead of time so we will have them on file for future use if needed. If you have already completed either of these, please make sure we have a copy on file for you. Your nursing staff will contact the legal services department to assist you.

## Breastfeeding Information

The Lactation Room  
Room 5A-123, Oceanside  
Two breast pumps are available to use  
Two rocking chairs for nursing moms



# Bells and Whistles



Many pieces of equipment that monitor a patient have alarms or bells to notify the caregivers if the equipment is not working correctly. All clinical alarm systems are checked regularly. If you are concerned about an alarm or monitor, you should press the call button.

## Comfort and Convenience

- Parking
- The Tripler Trolley
- Housing and Lodging
- Tripler Guest Lodging
- Smoking Policy
- Lost in Tripler
- Rest and Relaxation
- Kids Corner



## Your Health Care Team

- You are a Valued Member
- What to Say to Your Doctor
- Our Doctors
- Your Medication—What, When, Why, How?
- A Special Visit
- Help Us Keep You Safe
- Bells and Whistles

## Going Home

- Paying the Bills
- Check-Out Policy
- Home Care
- Pharmacy
- Your Follow Up Worksheet
- Tripler Army Medical Center on the internet
- Tripler Trivia



# Your Spiritual Health

Your spiritual needs are very important to us. The Department of Ministry and Pastoral Care (DPMC) offers ministry 24 hours a day. Pastoral care includes assistance with religious, personal, marriage and family problems.

## **Main Offices/Chapel**

Room 3D149  
(3rd floor of the D-Wing)  
Phone: (808) 433-5727

## **General Protestant Services**

Tuesday: 12 p.m. (Bible Study)

## **Catholic Masses**

Daily: 12 p.m.  
Saturday: 5 p.m.  
Sunday: 11 a.m.

## **Kabbalat Shabbat (Jewish)**

Aloha Jewish Chapel, Pearl Harbor  
Phone: (808) 473-3971  
Friday: 7:30 to 9:30 p.m.  
Saturday: 9 a.m. to 1 p.m.  
Monday: 6 p.m. to 9 p.m.  
(Bible Study)

## **Islamic Jumah Prayer**

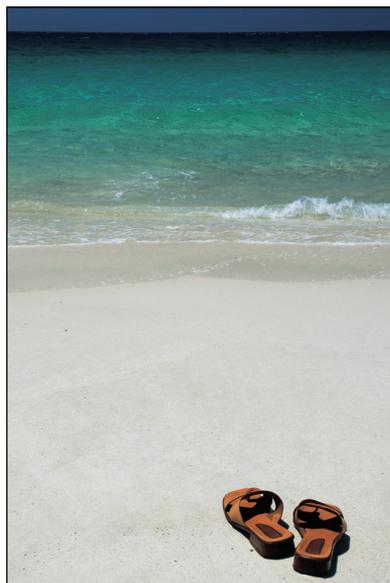
Schofield Barracks Annex  
Building 791, Room 230/207  
Phone: (808) 655-9307  
Friday: 1 p.m.  
Daily Prayer: 12 p.m.

## **Wiccan Services**

Schofield Chapel Annex  
Building 791, Room 230/207  
Phone: (808) 655-9307  
Friday: 7 p.m.

Additional services may be requested through your nursing care provider.

For your convenience, The Meditation Chapel is available for prayer and meditation 24 hours daily. It is located down the hall from the surgical suite on the 6th floor of the A-Wing.



# Parking



**Mountainside** patient parking lots are located east of the G Wing (Mountainside) entrance and west of the VA medical center. Additional

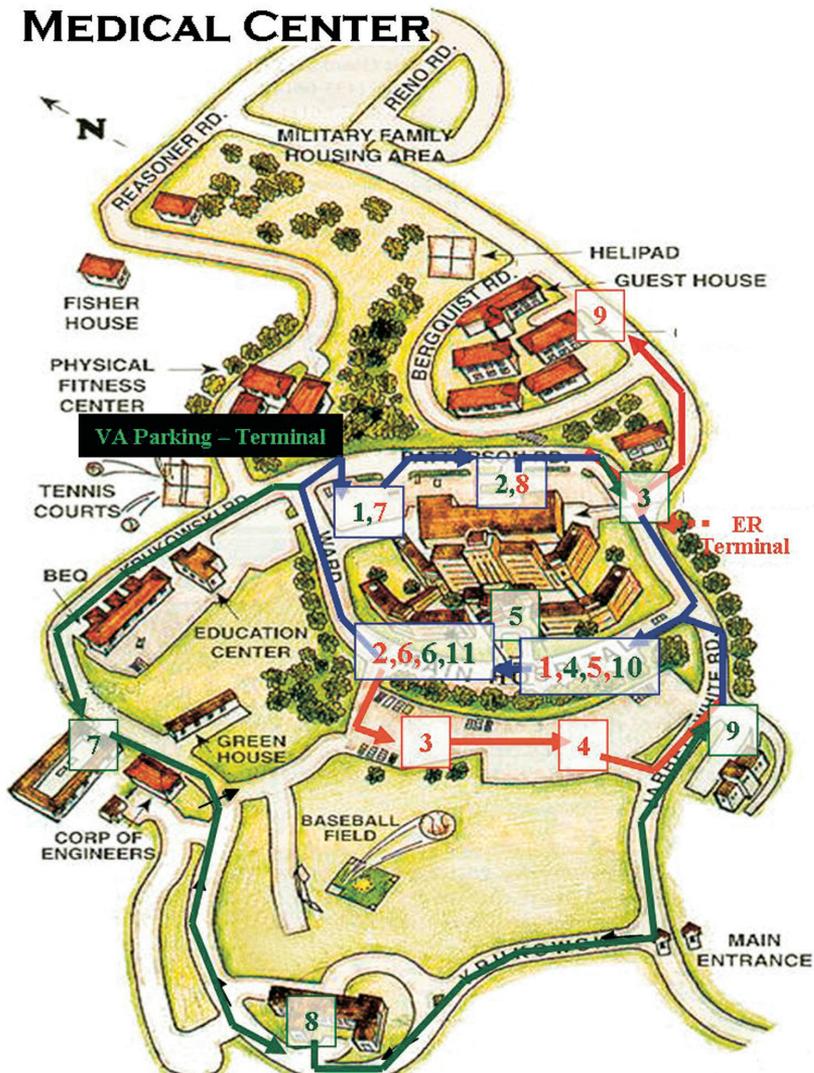
parking areas for patients, visitors, and staff are located below Tripler itself and in the parking structure. Levels P1, P2, P3 are for Patients and visitors only; PB and P4 are available to all personnel.



**Oceanside** patient parking lots are street level around the flagpole.

**Handicapped** parking stalls are marked and located in parking lots near the Mountainside and Oceanside main entrances to the hospital. Only vehicles with approved permits or decals may park in handicapped stalls. Handicapped parking permits are issued at Satellite City Halls. The Provost Marshal's Office, Room 3G104, have applications available upon request. You may also consult the City and County of Honolulu Web site [www.co.honolulu.hi.us](http://www.co.honolulu.hi.us).

# TRIPLER ARMY MEDICAL CENTER





# Trolley Routes

The Tripler Trolley is your parking lot shuttle. The program is designed to help you quickly, safely, and easily get from the parking lot to the hospital and other

buildings near the hospital and back to your car throughout the morning. It's free, the drivers are polite and caring, and the ride is comfortable.

## Red Route

- T – ER
- 1 – E Wing
- 2 – D Wing
- 3 – Lower Lot D
- 4 – Lower Lot E
- 5 – E Wing
- 6 – D Wing
- 7 – ACC
- ➔ 8 – Mountain Side
- 9 – Lodge
- T – ER

## Green Route

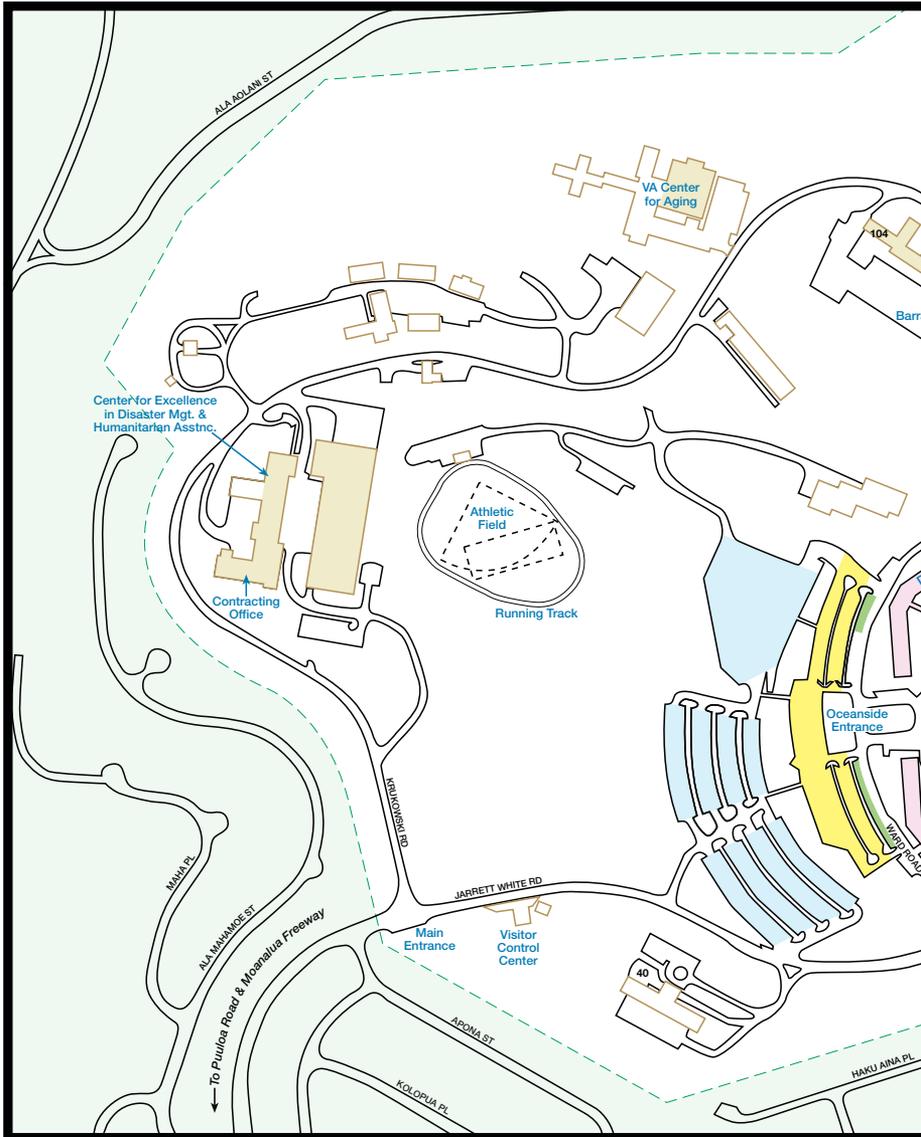
- T – VA Parking
- 1 – ACC
- ➔ 2 – Mountain Side
- 3 – ER
- 4 – E Wing
- 5 – Generals Loop
- 6 – D Wing
- 7 – CFA
- 8 – Bldg 160/161
- 9 – Bldg 40
- 10 – E Wing
- 11 – D Wing
- T – VA Parking

➔ Indicates this stop

■ 1 Use

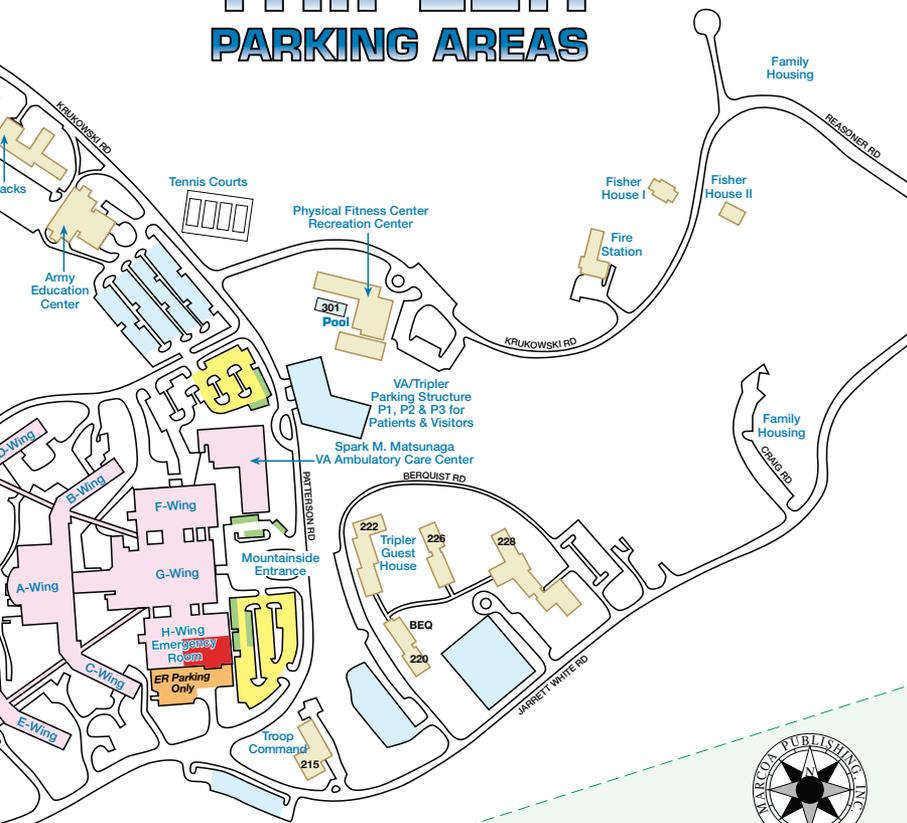
■ Dual Route Use







# TRIPLER PARKING AREAS



- Tripler Main Building
- Handicapped Parking
- Patient Parking
- Patient/Staff Parking
- Emergency Room Parking Only
- Emergency Room



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# Houses and Lodging



The Fisher Houses may be used by families of active duty, retirees and veterans who live off-island and are patients.

The military liaisons, case managers, and Social Work Service determine family needs and make referrals. Phone: (808) 433-1291 ext. 28

## **Tripler Lodging**

Building 228B

Phone: (808) 839-2336 ext. 0

Tripler Lodging has 89 suites available to personnel with military ID and/or orders. Priority is given to those on official orders. Those not on orders may stay there on a space available basis. Tripler lodging is open 24 hours a day, seven days a week. Please call above number for lodging rate and availability. Continental breakfast is included.

## **The Inn at Schofield Barracks**

Phone: (800) 490-9638

(808) 624-9650

563 Kolekole Ave., Wahiawa  
Hawaii 96786

## **Navy Lodge at Ford Island**

Phone: (800) 628-9466

(808) 440-2290

1275 Saratoga Ave., Honolulu  
Hawaii 96818

## **Royal Alakai at Hickam AFB**

Phone: (808) 448-5400

15 G Street, Honolulu  
Hawaii 96853

## **Hale Koa Hotel**

Phone: (808) 955-0555

2055 Kalia Road, Honolulu  
Hawaii 96815

# Lost in Tripler



If you have tried to get around Tripler Army Medical Center or have tried to describe your location to someone unfamiliar with TAMC, you know why it is often called a maze. Here are a few hints to help you understand how to get to your location:

- ▶ The TAMC information center will assist you in finding your end point and will give you clear directions. You may call ahead or visit upon your arrival.
- ▶ A room number is a series of numbers with a letter (alphabet). The letter denotes the wing/section. The number usually just in front of the letter is the floor.
- ▶ The hospital has two halves: the Oceanside (closest to and overlooks the ocean) and the Mountainside (closest to the steep incline of the mountain range). Signs throughout the building show your location
- ▶ You must go to the wing/section first before trying to find the floor. You may need to cross a bridge or breezeways which are not accessible by every floor.
- ▶ To access the D-wing you will take the Oceanside elevators in the B-wing to the 2nd floor. Once there, follow the signs to and across the bridge, enter the nearest elevator and proceed to your desired floor.
- ▶ To access the E-wing you will take the Oceanside corridors in the C-wing on the 1st floor or 3rd floors. Once there, enter the nearest elevator and proceed to your desired floor.
- ▶ Because of the slope on which Tripler sits, the Mountainside of the hospital is accessed either by the Mountainside entrance or by taking the main elevators (Oceanside) to the 4th floor and walking the Upper Tapa Way (breezeway) which is the entry-level.
- ▶ Being lost is nothing to be ashamed of. Look for a staff member wearing a TAMC badge and ask for directions. We will assist you in every way possible.



# Help Us Keep You Safe



Your safety is extremely important to us! If you feel unsafe inside the hospital, tell a staff member, your nurse, or contact your patient representative or service liaison. If outside the hospital, call the Tripler Police at (808) 433-1111. Help us keep you safe by following a few simple tips:

- ▶ Secure your vehicle and valuables.
- ▶ Ask for help if you need it.
- ▶ Don't be ashamed.
- ▶ Follow all instructions from your nurse and doctor.
- ▶ Learn how to properly use medical equipment before trying to use it (wheelchairs, crutches, canes, etc.).
- ▶ Be careful getting in and out of bed. Ask for help.
- ▶ Ask the staff before connecting items brought from home (radios, computers, DVD players).
- ▶ When moving through the hospital, take your time.
- ▶ Obey the no smoking policy.
- ▶ Ask for a wheelchair or walker if you feel you need one.
- ▶ If using a wheelchair, use the seatbelt.
- ▶ If alone, leaving Tripler at night or need help getting to your car, request an escort or the Tripler Trolley.
- ▶ Use the Tripler Trolley to shuttle you or family from remote areas of the parking lot to the hospital.
- ▶ Obey speed limits around Tripler.
- ▶ Drive carefully by not using your cell phone while driving on Post.
- ▶ Review your follow up directions.
- ▶ Keep all appointments.
- ▶ Bring this guide with you when you return to Tripler.

# Kids (Keiki) Corner



1st floor, C-E Wings Corridor  
Tapa Way and Oceanside 4th floor,  
Pediatric Clinic, Mountainside

**Keiki Swim/Play Pool**  
Tripler Fitness Center  
Phone: (808) 433-6443

## Health Resource

- ▶ One on One education/counseling from a Clinical Staff member. Please call (808) 549-8553 for assistance.
- ▶ If you would like more information about your healthcare, please contact Patient Education Coordinator at (808) 433-2565.





# Smoking Policy

Tripler is a smoke-free medical facility. Smoking is not allowed inside the hospital, and where it presents a fire/safety hazard, such as lanais and covered areas, stairwells, loading docks and areas posted as no smoking. Also, smoking is not permitted within 50 feet of all entrances:

- ✓ 1A Oceanside main entrance
- ✓ 4G Mountainside main entrance
- ✓ D Wing main entrance and
- ✓ H Wing entrance to the Emergency Room

Please feel free to ask the staff for directions to the nearest smoking

area. If you would like to stop smoking and/or using tobacco, we have a very effective Tobacco Cessation Program. Your doctor or nurse will help you get the information and support your needs during your stay at Tripler.



## Rest and Relaxation

### Fitness Center

Phone: (808) 433-6443  
 Building 300, Reasoner Road  
 Monday through Thursday:  
 5 a.m. to 7:30 p.m.  
 Friday: 5 a.m. to 6 p.m.  
 Saturday: 10 a.m. to 5 p.m.  
 Sunday and Holidays: Closed

Basketball: opens at 6 a.m.  
 Volleyball: opens at 6 a.m.  
 Racquetball

Pool: Monday, Tuesday,  
 Thursday, Friday  
 Lap swim: 6 a.m. to 8 a.m.  
 and 11 a.m. to 1 p.m.

Open swim: 1 p.m. to 6 p.m.  
 (\$2 non-military)

Weight rooms  
 Aerobics room:

Classes: Monday, Wednesday,  
 Friday: 4:30 p.m. to 5:30 p.m.

Heavy bag room

- Coed sauna
- Treadmills
- Stair Climbers
- Elliptical Trainers
- Free weights
- Locker and shower facilities (bring your own toiletries and towel)



# RUNNING ROUTES

## TRIPLER ARMY MEDICAL CENTER

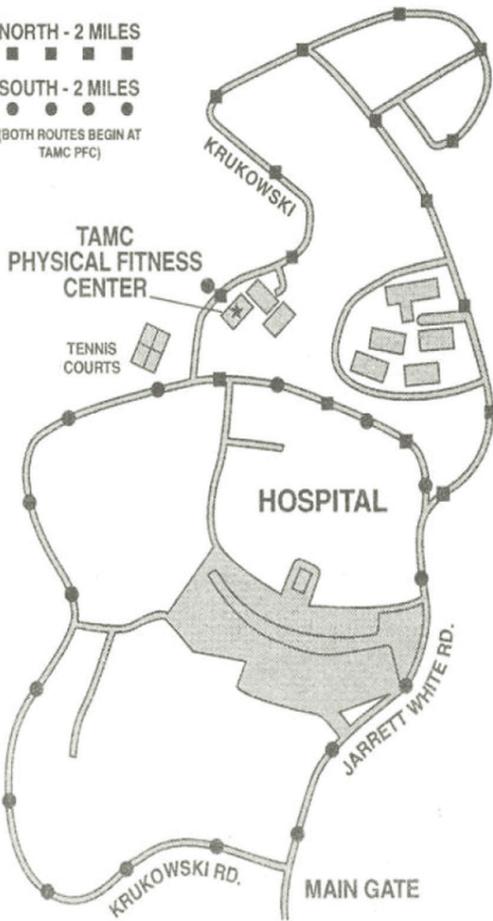
NORTH - 2 MILES



SOUTH - 2 MILES



(BOTH ROUTES BEGIN AT  
TAMC PFC)





# Visiting Hours and Guidelines



Daily: 9 a.m. to 8 p.m.  
(Most Wards/Units)  
At the discretion of the patient  
and/or healthcare provider.

**The Psychiatric Ward**  
Monday through Friday:  
5:30 p.m. to 8 p.m.  
Saturday and Sunday:  
11 a.m. to 8 p.m.

## Visitor Guidelines

- ▶ Children should be with an adult.
- ▶ Visitors should not bring outside food unless cleared by nurse or doctor.
- ▶ Use caution to protect patients from disease by limiting exposure to colds, sore throats, or other contagious diseases.
- ▶ Visits may be interrupted for treatments and procedures.
- ▶ Patients may leave the unit if approved by doctor. Let nursing staff know where to locate you.

- ▶ Groups of visitors may meet you in the dayroom.
- ▶ If visiting the OB unit, please check with the nurse for advice.

## Need Cash

- ▶ First Hawaiian Bank ATM located on the first floor next to the main elevators near the Oceanside main entrance.
- ▶ Tripler Credit Union ATM located in the Mountainside main lobby.

They offer 24 hour banking services to bank cardholders of PLUS, Sharecard, VISA, JCB, STAR, Cirrus, MasterCard, ARMED FORCES FINANCIAL NETWORK, American Express, Discover, NOVUS and BOH Bankoh.



# Anuenue Cafe



As a patient, your doctor will order your food based on your needs. If approved by your doctor, you may enjoy other choices within the hospital.

The Nutrition Care Division manages the Anuenue (Rainbow) Cafe located on the 1st floor of the B-Wing, Oceanside. The Anuenue Cafe offers three meals daily:

## **Breakfast**

Monday through Friday:

5:45 a.m. to 9:30 a.m.

Saturday and Sunday:

6:30 a.m. to 8:30 a.m.

## **Lunch**

Monday through Friday:

10:45 a.m. to 2 p.m.

Saturday and Sunday:

11 a.m. to 1:30 p.m.

## **Dinner**

Monday through Friday:

4 p.m. to 6:30 p.m.

Saturday and Sunday:

4 p.m. to 5:30 p.m.

## **Food Choices**

### **American Eatery**

Pizza, breakfast and lunch specials

1st floor, Oceanside

Monday through Friday:

6 a.m. to 10:30 p.m.

Saturday and Sunday:

8 a.m. to 11 a.m.

### **Robin Hood Sandwich Shoppe**

1st floor, Oceanside

Monday through Friday:

10 a.m. to 9 p.m.

Saturday and Sunday:

10:30 a.m. to 3 p.m.

# Food Choices and Retail

## State of Hawaii “Blind Vendor” Snack Shop

4th floor, Mountainside  
Monday through Friday:  
5 a.m. to 4:30 p.m.

## After Hours/ Weekends/Holidays

There are locations that remain open until very late. They provide carry-out and/or delivery service. Consult the information center for locations, and directions. Vending machines are located throughout the medical center near elevators, and busy intersections. Ask a staff member for the nearest vending machine on your floor.

## Our Neighbor

Only 2 miles away from Tripler, Fort Shafter has many services also available to you: Food, Small Grocery Store (Commissary), Post Office, Gas, Beauty Shop, Bowling Alley, and Gym.

Call Fort Shafter Information at (808) 449-7110 for locations and hours of operation.



## Retail Services

### Barbershop

1st floor, C Wing, Room 1C105  
Monday through Friday:  
9 a.m. to 5 p.m.  
Phone: (808) 839-6810

### Carlson Wagonlit Travel

Fort Shafter Aloha Center Building F330  
Monday through Friday:  
7:30 a.m. to 4 p.m.  
Phone: (808) 848-1941  
Fax: (808) 847-1442

### Florist

1st floor, C Wing, Room 1C109  
Monday through Friday:  
9 a.m. to 6 p.m.  
Phone: (808) 833-3367

### Laundry Service

1st floor, C Wing, Room 1C103  
Monday through Friday:  
8 a.m. to 5 p.m.  
Phone: (808) 833-1029

### Optical Shop

1st floor, C Wing, Room 1C107  
Monday through Friday:  
9 a.m. to 5 p.m.  
Phone: (808) 836-5007

### Post Exchange

1st floor, C Wing, Room 1C107  
Monday through Friday: 8 a.m. to 5 p.m.  
Saturday: 9 a.m. to 3:30 p.m.

# Local Banking, Credit Unions and Mail



## **Tripler Credit Union**

Room 1C016, (1st floor,  
C-Wing, Oceanside)

Monday through Friday:

9 a.m. to 3 p.m.

Phone: (808) 833-1257

## **Pentagon Credit Union**

Fort Shafter

Monday, Wednesday, Friday:

7:30 a.m. to 3 p.m.

Tuesday and Thursday:

9:30 a.m. to 5 p.m.

Call Center—24 hour service:

Phone: (808) 841-0181

Large sums of money and valuables are best left at home or with family. If that is not possible, your valuables may be secured in the Patient Trust Fund when you are admitted as an inpatient and returned to you at your request. Deposits over \$200 may not be

returned on weekends. If you are being discharged on the weekend or holiday, be sure to pick up your valuables on the business day prior.

## **Your Mail**

Your Address while at Tripler is:

Your Name

Tripler Army Medical Center

Patient Mail

Location (Ward or Room number)

Tripler AMC, HI 96859-5000

## **U.S. Postal Service**

Room 1C027 (1st floor,  
C-Wing, Oceanside)

Monday through Friday:

8 a.m. to 12 p.m. and

1 p.m. to 3:15 p.m.

Phone: (808) 433-5272

Post Office Finder (24 hours)

Phone: (800) 275-8777

## **Mail Room/Military Drop Box**

Room 1C027A

(next door to above)

Monday through Friday:

10 a.m. to 4 p.m.

Phone: (808) 433-5827





# Tripler Army Medical Center American Red Cross and Human Animal Bond (808) 433-6631



**The American Red Cross** at Tripler Army Medical Center provides and administers adult and youth volunteer services through various programs. Approximately 170 volunteers perform services throughout the hospital in such areas as Medical Records, Pharmacy, Surgery, Child Life Services, and other wards and clinics.

**Human Animal Bond Program** allows volunteers to bring their pets onto the wards, clinics and waiting rooms for informal visits with patients. This interaction has proven to be most beneficial in the recovery

process of many patients. All animals are screened by the Veterinary Services and must pass strict behavioral and physical standards to qualify for the program.





# Going Home!

For your viewing pleasure, cable television is provided. Channel assignments are listed for your convenience. If you cannot find the channel assignment listing by your bedside, please notify your nurse.

## **TV Guide Channel 12**

### **Paying the Bills**

If you have questions regarding your insurance and/or payment arrangements, please call Patient & Business Services at (808) 433-6100 for payment information, or call (808) 433-6107/6101 for insurance information. Tripler Army Medical Center accepts deposits and payments by bank debit or credit card, checks, money orders, traveler's checks or cash. Should you have third party health insurance, Tripler Army Medical Center will bill your health insurance plan for you.

### **Check-Out Policy**

Your doctor will decide your check-out time which is based on your healthcare needs. Our social workers and case managers are available to help you and your family connect with various services outside the hospital if needed.

Your nurse and doctor will go over all discharge and follow up



instructions on your "Patient Discharge Instruction Summary."

### **Home Care**

If you need care at home after your hospital stay, our social workers and case managers are available to help you and your family connect with the various Medicare certified, licensed and accredited home care agencies. Travel assistance, as well as in-home care ranging from chore services to professional nursing and rehabilitation therapies can be tailored to your needs. Representatives may come to Tripler to consult with you. Call Social Work Service at (808) 433-6606.

# Pharmacy



The Tripler Outpatient Pharmacy is centrally located:

4th floor of G Wing  
Mountainside entrance

New prescription service area  
(right corridor):

Monday through Thursday:  
8 a.m. to 7:30 p.m.  
Friday: 8 a.m. to 6 p.m.  
Saturday: 8 a.m. to 4 p.m.

Discharge, called-in refills, or  
will-call pick up prescriptions (left  
corridor):

Monday through Friday:  
8 a.m. to 4 p.m.

Refill, discharge and will-call  
prescriptions may also be picked up  
at the new prescription window after  
the refill window is closed. Oahu

Consolidated Refill Pharmacy at  
Pearl Harbor refill prescriptions on a  
phone-in basis only. Refills may be  
phoned in 24 hours a day, seven  
days a week. All refill requests  
phoned in before 6 p.m. are avail-  
able the next business day.

Location and contact information:  
Pearl Harbor Navy Exchange  
(NEX), 2nd Floor  
Monday through Saturday:  
10 a.m. to 6 p.m.  
Phone: (808) 433-6962.

## Internet Prescription

Internet Prescription Refill Pro-  
cessing is available at the following  
Web site:

<http://www.tamc.amedd.army.mil>

Click on the Pharmacy/Refill link  
for instructions.

# Pharmacy

## Tips For Success

- ▶ **Do** take your medications the way you were told. Make sure you take the correct dose every time and keep taking the medication for as long as you were told.
- ▶ **Do** call the pharmacist if you have any questions about how to take the medication, or about how it is making you feel.
- ▶ **Do** call the pharmacist before taking any over-the-counter medication (even aspirin, Tylenol, or vitamins). The pharmacist can tell you if it's OK to mix this with the other medications you are taking.
- ▶ **Do** call the doctor if you need help with your pain or discomfort.
- ▶ **Don't** skip doses, or double-up doses to 'make up' for missing a dose.
- ▶ **Don't** crush, cut or chew pills unless you are told to do so.
- ▶ **Don't** drink alcohol unless the doctor or pharmacist specifically says it is OK.

## If You Need Medical Equipment

Your doctor will order the medical equipment you need. The Managed Care Office at Tripler will contact you when the order is processed. If you have questions about your equipment order call: (808) 433-2262.

**All patients will get a Patient Discharge Instruction Summary with special advice and follow up instructions. Please read this paper.**





# Support of Other Commands



Tripler operates the U.S. Army Health Clinic at Schofield Barracks on Oahu. The Schofield Clinic provides quality healthcare to the majority of the 35,000 Soldiers and their families assigned to the 25th Infantry Division (Light), and some local military retirees.

Tripler provides administrative and logistical support to the Pacific Regional Dental Command and the Pacific Regional Veterinary Command, both headquartered on the grounds of Tripler AMC on Moanalua Ridge.

The Veterinary Command provides military veterinary services to Department of Defense forces and missions in more than 20 countries in the Pacific theater.

Tripler also works closely in a joint venture with the Spark M. Matsunaga VA Medical Center, Honolulu – VA Pacific Islands Health Care System.

Tripler is also home to the Center of Excellence (COE) in Disaster Management and Humanitarian Assistance. It partners with the U.S. Pacific Command, the University of Hawaii, and the Centers for Disease Control and Prevention, and the Pacific Regional Medical Command.

Tripler continues its nearly 100 years' tradition of providing excellent healthcare to its patients, never losing sight of its primary goal of readiness.

## Tripler Army Medical Center on the Internet

To learn more about Tripler Army Medical Center and services not mentioned in this guide, please log on to our Web site: <http://www.tamc.amedd.army.mil/>.





# Your Follow-Up Worksheet

**All patients will get a Patient Discharge Instruction Summary with special advice and follow up instructions.**

To assist you in your follow-up care after you leave our hospital, use the worksheet below. As your questions are answered by your nurse or doctor, fill in the blanks:

1. How do I follow up? \_\_\_\_\_  
\_\_\_\_\_

2. What do I need to do when I go home? \_\_\_\_\_  
\_\_\_\_\_

3. When is my next appointment?  
Date \_\_\_\_\_ Time \_\_\_\_\_  
Date \_\_\_\_\_ Time \_\_\_\_\_  
Date \_\_\_\_\_ Time \_\_\_\_\_

4. Where is my next appointment? \_\_\_\_\_  
\_\_\_\_\_

5. Who do I call if I need help before my next appointment?  
Name \_\_\_\_\_  
Location \_\_\_\_\_  
Phone Number \_\_\_\_\_

**Taking good care of yourself is important but it is sometimes confusing. Here are a few helpful Do's and Dont's:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CUT HERE 





# Did You Know... ?

- ▶ The facility was named in 1920 after Brigadier General Charles Stuart Tripler, in honor of his contributions to Army medicine during the Civil War.
- ▶ At the start of World War II, the hospital at Fort Shafter had 450 beds.
- ▶ Plans for a new Tripler hospital atop Moanalua ridge were drawn in 1942 and construction was completed in 1948.
- ▶ The distinctive coral pink structure, nestled on the southern slopes of Oahu's Koolau range, was dedicated on Sept. 10, 1948 and has become a familiar landmark on the island of Oahu.
- ▶ Today, Tripler Army Medical Center is the largest military medical treatment facility in the entire Pacific Basin.
- ▶ Tripler is also the regional medical command for the U.S. Pacific Command.
- ▶ Its geographic area of responsibility spans more than 52 percent of the earth's surface, from the western coasts of the Americas to the eastern shores of Africa.
- ▶ Nearly 400,000 people in the Pacific Basin are eligible to receive care at Tripler, including active-duty service members of all branches of service, their eligible

families, military-eligible retirees and their families, veterans, and many residents of Pacific Islands.

- ▶ Tripler's service region includes Hawaii, Japan, Johnston Atoll, Guam, Eniwetok, Kwajalein, various Pacific Island nations affiliated with the United States (Federated States of Micronesia, Commonwealth of the Marshall Islands, Palau), and American Samoa.

Tripler is a major teaching center that provides graduate education programs in pharmacy, medicine, general surgery, obstetrics and gynecology-nursing, otolaryngology, orthopedic surgery, psychiatry, pediatrics, obstetrics and gynecology, radiology, pathology, urology, oral surgery, anesthesiology, nursing and administration.



