



## REMINDERS:

- Keiki Wonderland is Dec. 10 from 10 a.m. –2 p.m. at the TAMC Track. Entrance and all activities are free.
- The Holland American Legion Band is performing Dec. 6 at 4:30 p.m. at the Oceanside Entrance.
- Holiday Staff Appreciation Meal is Dec. 14 from 11 a.m.-2:30 p.m. at the Anuenue Café. See flier on page 7 for details.

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## Tele-behavioral Health officially opens its doors

Jan Clark  
TAMC Public Affairs

The culmination of a year-long endeavor came to fruition Nov. 28 with a grand opening ceremony as Pacific Regional Medical Command's Tele-behavioral Health (Tele-medicine) officially opened its doors here.

"This event represents partnership; between regional commands, local commands, facilities and providers of different disciplines; all working towards a shared common goal – that is to provide behavioral health care to service members and their dependents throughout the Pacific and outlying distant areas using tele-health technology," said U.S. Public Health Services Corps Lt. Eduardo Cua, director, Tele-behavioral Health and Surge Support.

"It is hard to believe, but we live in the most isolated population center in the world. It is thousands of miles from the Hawaiian Islands to anywhere else. It is 2,400 miles from here to California. Japan is more than 3,800 miles away. To this isolation, add the fact that PRMC's area of responsibility covers 52% of the Earth's surface," said Dr. Ray Folen, chief, Department of Psychology, TAMC. "Tele-health is not an option for us. It is an absolute necessity."

In line with the Army Chief of Staff's directive to provide all Soldiers with behavioral health screening and treatment, redeploying Soldiers from the installation participated in a Virtual Behavioral Health pilot conducted in the fall of 2009. Through the pilot program, which divided into thirds for counseling options; face-to-face; high bandwidth video tele-conferencing; or low bandwidth Defense Connect Online (DCO), it was discovered that these alternate means of reaching our Soldiers were well-received with VTC encounters rating equal with respect to quality and acceptance.

The program is also effective in reducing bar-



Chaplain Sherman Baker provided a blessing before the ceremonial lei was untied, officially opening the doors to tele-medicine. (Photo by Soraya Robello, TAMC Visual Information)

riers to care, stigma, travel time and costs; as well as improving health care outcomes. This pilot demonstrated the potential to streamline and improve behavioral health access for Soldiers by identifying symptoms and the risk of suicide and treatment options to improve patient outcomes.

"I want to thank General Jones publicly for his vision and his collaboration with the Western Region and the command there at the time and all the steps that it has taken for us to be able to say this is proof of principal and it does work. Soldiers (service members) like it. And that's a tough sell, because if you look at behavioral health and you look at the stigma that is out there, getting past the 'what are you going to think about me' is a challenge," said Brig. Gen. Keith Gallagher, commander, PRMC and TAMC.

Soldiers like it – and in many cases prefer it. The bottom line is that PRMC has a service to offer, a capability to provide. With every redeployed unit virtual tele-behavioral health is leveraged. It is available and offered to those

See GRAND OPENING on Page 2

## GRAND OPENING: Tele-health reduces barriers to care

Continued from Cover Page

service members who want to use it.

“Today, the tele-behavioral health cell is a robust operation serving Soldiers, Sailors, Marines and Airmen as well as their dependents worldwide,” said Gallagher. “In the Pacific, we offer care to Schofield Barracks patients, the TAMC community as well as Japan, Okinawa and Korea.

“In addition, the TBH cell has responded to

the behavioral health needs in Alaska, Texas and Kansas and partnerships are being forged in the neighbor islands to support our Guard and Reserve components,” he said. “We at TAMC and PRMC are proud to have here on the TAMC campus the means to meet the needs of our service members and their families during this critical time for the Army and sister services.”



## ER Grand Opening

Navy Capt. Kenneth Kelly, chief of the TAMC Emergency Department, cuts the cake at the grand opening of the new Emergency Department waiting room Nov. 21, here. Over the past few years, the TAMC Emergency Department has experienced a growth in our patient population, which currently exceeds 54,000 per year. In order to better meet the needs of patients, the hospital has doubled the size of the Emergency Department waiting area, by over 1000 feet. The Emergency Department has also added a number of new treatment rooms, which will expedite blood draws, intravenous cannulation, and other diagnostic testing. Its also more child friendly; the department has added interactive computer games and have portable DVD players to provide entertainment and distractions for our younger patients and family members. For the adults, kiosk style internet stations have been added, which can be used to check email and stay socially connected. The added space will provide a more comfortable environment for patients, increase efficiency and reduce wait times. The Tripler Emergency Department will continue to strive for excellence in patient care and comfort for all their beneficiaries. (Photo by Soraya Robello, TAMC Visual Information)



Chaplain ministry is available 24 hours a day. Patients desiring to see a Chaplain should call 433-5727 or ask your nurse to contact the Chaplain for you. After duty hours, a Chaplain may be contacted through the Information Desk at 433-6661. Chapels are located on D-Wing, 3rd floor.

## Chaplain's Thought of the Week

**Stacie Kervin**  
**Chap. (Capt.)**  
**Chaplain Clinician,**  
**TAMC**

**“Kindness and Truth”**

**Reflection:** If you have tenderness toward God, you will be tender toward

others. Among the greatest blessings a wife can have is a kind husband—and vice versa. But such behavior arises from a heart that has first experienced and interacted with the kindness of God. Truth and kindness must be held in balance. Kind people must be willing to tell the truth, and truth-focused

individuals must speak the facts kindly. Such a balance leads to blessing in a home, and in all other life endeavors.

**Prayer:** Lord, help us to have love in our hearts and speak the truth to others in a way that brings healing and wholeness to relationships.

# Tripler command group steps up to the plate — literally



In the true spirit of the day, the command team, Tripler Army Medical Center, visited inpatients bearing gifts and later served staff and patients Thanksgiving dinner in the Anuenue Café, Nov. 24. On the left, Brig. Gen. Keith Gallagher, center, commander of TAMC and the Pacific Regional Medical Command, serves up Thanksgiving dinner. At right, Gallagher, left, meets with Anthony Santos, retired (30-year) Marine and former firefighter, who underwent quadruple heart surgery, Nov. 23, during his Thanksgiving rounds in the hospital. (Photos courtesy of TAMC Public Affairs)

## American Red Cross

The Red Cross office will be volunteer-run from today until Dec. 2 in the absence of the station coordinator. Its projected office hours will be Monday, Tuesday and Thursday from 9 a.m. to 1 p.m., but if possible, please give us a call first to assure someone will be in the office. Regular office hours will resume on Dec. 5.

Our winter break volunteer orientation will be held on Dec. 19 from 9 a.m.-2:30 p.m. in the TAMC Chapel. We will be taking a maximum of 40 participants on a first-come, first-serve basis and will not be accepting walk-ins on the day of orientation. Please call the Red Cross office to register.

The TAMC ARC office phone number is (808) 433-6631.

## Flu Vaccination Schedule



Pear Harbor Kai Dec. 1 8 a.m.-12 p.m.  
 Hale Kula Elem Dec. 2 8 a.m.-1 p.m.

### Beneficiary Locations:

- Navy Branch Clinic, Kaneohe Bay  
 Monday, Tuesday, Wednesday and Friday,  
 7:30-11:30 a.m., 1-3 p.m.  
 Thursday, 7:30-11:30 a.m., 1-2 p.m.
- Makalapa Clinic  
 Monday to Friday, 7:30 a.m.-5 p.m.  
 1st Saturday of each month, 8 a.m.-4:30 p.m.
- Headquarters Clinic (Bldg 1750)  
 Monday to Friday, 7 a.m.-3:30 p.m.
- TAMC Immunization Clinic  
 Tuesday, 1-3 p.m.

Wednesday and Friday, 9-11:30

a.m.

- Schofield Barracks Health Clinic  
 Monday to Thursday, 7:30-11:30

a.m.

- Friday, 901 1:30 a.m.  
 Monday, Wednesday and Friday, 1-3p.m.  
 Tuesday and Thursday, 1-2 p.m.
- Hickam Immunization Clinic  
 Monday and Friday, 8-11:45 a.m., 1-4 p.m.  
 Tuesday and Thursday, 7:30-11:45 a.m., 1-4p.m.  
 Wednesday, 7:30-11:45 a.m., 1-2 p.m.  
 Closed 3rd Thursday of every month
- Warrior Ohana Medical Home  
 Monday -Friday, 8 a.m.-noon and 1-4 p.m.

# Tripler AMC flips the switch on the holidays

Stephanie Bryant  
TAMC Public Affairs

Tripler Army Medical Center kicked off the holiday season Nov. 29 with its 62nd annual Holiday Tree Lighting Ceremony.

The medical center's tree lighting is unique because it does not use a real tree. Multiple strings of lights are hung on the front of the hospital to give the appearance of a giant holiday tree. Including the massive star at the top, the tree of lights stands about 140 feet tall and can be seen for miles.

"Today is cause for celebration," said Brig. Gen. Keith Gallagher, commander of TAMC and the Pacific Regional Medical Command. "Mele Kalikimaka! I am honored to welcome in the Christmas spirit to the Tripler ohana and the city of Honolulu."

Gallagher acknowledged many of PRMC's great achievements during the last year and expressed his gratitude for the hard work that the staff has accomplished.

"Without a doubt, (the) team here has enhanced the quality of life for many of our service members, retirees, Guardsman, Reservists and their families," he said.

Daniel Orantes and Aurora Kimball, TAMC's special guests, assisted Gallagher with flipping the candy cane light switch.



One of Santa's elves helps Aurora Kimball, center, and Daniel Orantes, right, with her magic elf dust when the candy cane switch doesn't turn on the holiday lights at the 62nd annual Holiday Tree Lighting Ceremony, Nov. 29, here. (Photo by Soraya Robello, TAMC Visual Information)

The ceremony's entertainment was provided by Makalapa Elementary School's Orchestra, Choir, and Guitar/Ukele Ensemble, which played a variety of holiday music.

The tree lighting is not just about flipping the switch for the tree lights, however. Everyone, especially the younger audience members, eagerly awaited an early visit from Santa.

Santa made a special delivery to TAMC this year.

Two children performing in the school's choir at the ceremony had written letters to Santa asking for a very special gift this year.

Staff Sgt. Charles Hindbaugh, 19th Military Police Battalion, Criminal Investigation Command, arrived home to Oahu from his deployment to Iraq just hours prior the Tree Lighting. Unbeknownst to the children, Santa escorted him to the ceremony as a special delivery.

Hindbaugh's wife, Virginia, who masterminded the whole plan, was so thankful that it went off without a hitch.

"With my husband being an individual augmentee, he does not get the big redeployment ceremony welcome home that units get," Virginia said.

She said Santa's special delivery was more for her kids' benefit than her husband's, and was thankful that TAMC allowed them to be a part of the holiday ceremony.

"Allowing us to be a part of the ceremony is giving him the hero's welcome that he deserves," Virginia added. "To be able to share (his homecoming) with TAMC and the fact that (they) were willing to (include) him in the ceremony means so much to our family."

## Holiday Card Lane Winners

1st place: Department of Social Work  
2nd Place: Troop Command  
3rd Place: Department of Surgery

# DPW Sewer Line Project

The installation Directorate of Public Works will be repairing a main sewer line along Krukowski Road through April 3, 2012.

This is a major line which needs to be replaced from the warehouse entrance road down to the front gate area and there will only be one-way outbound only traffic along Kru-

kowski Road between 9 a.m.-3 p.m. Monday-Friday between the dates listed. Prior to 9 a.m. and after 3 p.m. normal traffic lanes will be open.

This line has been a problem for some time and it's repair is required to prevent a major line failure.



## 2011 HOLIDAY RECEPTION

This year's Holiday Reception is at Quarters 7, Dec. 10. Please RSVP by Dec. 7. For more information and to view the e-invitation, click on the following link:

<https://einvitations.afit.edu/HolidayReception2011803/index.cfm>

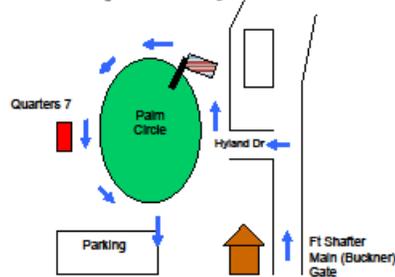
*Please attend in accordance with the following schedule:*

*Last Name beginning with*

*A-J: 1:00 p.m.-2:00 p.m.*

*K-Z: 2:30 p.m.-3:30 p.m.*

*Please park at the end of Palm Circle.*



## TRICARE COMMITTEE MEETING

TRICARE Hawaii Regional Beneficiary Advisory Council & Healthcare Consumer Committee Meeting will be held Dec. 14. For more information, click the following link: <https://einvitations.afit.edu/HCC121411/anim.cfm>.

RSVP deadline is Dec. 12.

### TAMC Public Affairs

Room 3A016  
3rd Floor Oceanside

Phone: (808) 433-5785



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Please send submissions for the TRIPLER 360 newsletter to [TAMCPublicAffairsOffice@amedd.army.mil](mailto:TAMCPublicAffairsOffice@amedd.army.mil). All submissions must be received by Tuesday to be included in the Wednesday edition.

# Dental Command makes access to care easier

*Pacific Regional Dental Command  
News Release*

The Pacific Regional Dental Command has teamed with Tripler Army Medical Center to make access to dental care easier for Soldiers stationed in Hawaii. PRDC is automating the telephone system and offering dental text message appointment reminders.

Beginning Dec. 7, Soldiers will need only to dial “4DENTAL,” or 433-6825, to reach any Army dental clinic in Hawaii, to include Schofield Barracks, Na Koa, and Tripler Army Medical Center dental clinics.

The two initiatives began in June 2011 as a Lean Six Sigma project launched by David Vreeland, chief, Strategy and Innovation, who is assigned to the Pacific Regional Dental Command headquarters.

“The days of dialing 10 different phone numbers in an effort to reach one of the three Army dental clinics located in Hawaii are over,” said Vreeland. “Soldiers will no longer hear a busy signal or the phone ringing endlessly without being answered. Soldiers will now select the clinic they are assigned to through an automated voice prompt system.”

The Pacific Regional Dental Commander, Col. Randy Ball, is the U.S. Army Dental Command’s strategic objective owner to increase access and continuity of care to our Warriors.

“One phone number for our patients to access any of our dental clinics will certainly simplify the process to reach my staff,” said Ball. “We knew reaching our staff was at times



difficult. Our intent is that by increasing the ability for Soldiers to contact our clinics will result in decreasing the appointments that are failed or unfilled. A phone call telling us you cannot make a scheduled dental appointment will enable us to give that appointment to another Soldier.”

In conjunction with automating the telephone system, all dental clinics in Hawaii now offer Soldiers the ability to schedule their annual exams by phone. Soldiers will no longer have to use walk-in sick call hours and incur long wait times in the clinics to get their annual exam completed.

The original clinic phone numbers will remain active until April 1, 2012 but will play a voice message reminding patients of our new telephone number – 4DENTAL (433-6825).

“(Text reminders) have been used at Schofield Barracks Health Clinic for over a year,” Vreeland added. “The system is the work of Lt. Col. Germaine Oliver, SBHC, who assisted us to offer the same service to our dental patients assigned in Hawaii. We asked our patients what they want and they want text message reminders. We will send a text message reminder out to those patients that consented to receive the text 24 hours before their appointments and again 2 hours before their appointment.”

“We will make every effort to ensure scheduled appointments are kept by our patients,” said Ball. “Text messaging is today’s Soldiers daily technology, so we adapted to the times and the needs our beneficiaries.”

“We lose hundreds of thousands of dollars each year in lost appointment opportunities when our patients fail to keep their scheduled appointment,” said Vreeland.

Both Ball and Vreeland said the purpose of these advances is to increase the readiness of the war fighters here in Hawaii.

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## Army-Navy blood donor face-off adds flavor to rivalry

*Armed Service Blood Program  
News Release*

**Falls Church, Va.**—The Army-Navy football game is a long-awaited yearly tradition that has come to embody the spirit of their rivalry. This year, the Armed Services Blood Program has added its own flavor to the rivalry, by issuing a Blood Donor Challenge—just in time for the big game!

From Nov. 28 to Dec. 9, six locations throughout the Washington metro area will compete against each other to see who will win bragging rights and a trophy for the most units of blood collected. The winning service will be announced and presented with the award on game day, on the field.

The challenge kicked off yesterday at the

Walter Reed National Military Medical Center, in Bethesda, Md., but there are still five blood drives left:

- **Fort Meade, Md., McGill Training Center:** Thursday, Dec. 1, from 1 - 6 p.m.
- **Fort Belvoir, Va., Barden Education Center:** Friday, Dec. 2, from 10 a.m. - 3 p.m.
- **U.S. Naval Academy, Mitsner Hall:** Monday, Dec. 5, from 3 - 8 p.m.
- **Navy Yard, Washington, D.C., Sail Loft Building 112/105:** Thursday, Dec. 8, from 8 a.m. - 2 p.m.
- **Joint Base Myer-Henderson Hall, Gym:** Friday, Dec. 9, from 9 a.m. - 2 p.m.

All blood types are welcome at any of the blood drives, so come out, donate and help

ensure that your Service takes home the prize! The winner will be announced on Dec. 10 during the Army-Navy football game at FedEx Field in Washington, D.C.

To learn more about the Armed Services Blood Program, please visit us online: [www.militaryblood.dod.mil](http://www.militaryblood.dod.mil).

To interact directly with some of our staff or to get the latest news, visit us here: [www.facebook.com/militaryblood](http://www.facebook.com/militaryblood).

TAMC Blood Donor Center is open Monday-Thursday 8 a.m. - 3 p.m. and Friday 8 a.m.– noon. The Center is located at room 2A207 just off the Oceanside elevator on the 2nd floor. For more information, call 433-6195.

(Note: Tripler Army Medical Center Public Affairs contributed to the content of this article.)

**Holiday Services**  
**Tripler Army Medical Center**

*Immaculate Conception Mass (Holy Day)*  
08 Dec 0700 & 1200 hrs

*Christmas Eve Mass*  
24 Dec 1700 hrs

*Protestant Christmas Eve  
Candle Light Service*  
24 Dec 1900 hrs

*Protestant Service*  
25 Dec 0900 hrs

*Christmas Day Mass*  
25 Dec 1100 hrs

*New Year's Day Mass*  
1 Jan 1100 hrs

*Department of Ministry and Pastoral Care*  
*3rd Floor D Wing, 433-5727*

**iWATCH  
ARMY**

**iREPORT                      iKEEP US SAFE**

When the Threat of Terrorist  
Activity Is Real-

**Leaders Make a  
Difference**

**Army leaders, do you know:**

- Your role and responsibility?
- Your unit's responsibility?
- What to tell your soldiers, DA civilians and families?
- What individuals can do to prevent terrorist acts?
- How to report suspicious activity or behavior?
- The indicators of high-risk behavior?
- Where you can find antiterrorism information?

Always Ready, Always Alert  
*Because someone is depending on you*

<https://www.us.army.mil/suite/page/605757>

**NEW HOURS at the Anuenue Café**



MONDAY-FRIDAY STARTING NOVEMBER 7<sup>th</sup>

**Breakfast**  
Self Serve: 0600-0930  
Grill: 0600-0815  
Grab and Go: 0700-1030

**Lunch**  
Grill: 1100-1300  
Main line: 1100-1330  
Self Serve: 1100-1430  
Grab and Go: 1100-1300

**Dinner**  
Main line: 1600-1730  
Grab and Go: 1730-2230

**Night meal: 2230-0200**

Tripler Army Medical Center  
**Holiday Staff Appreciation Meal**  
**Wednesday, 14 December 2011**

1100-1430 hours                      Anuenue Café

*\$7.00 per person                      \$5.95 for Family Members  
of E4 and Below*

**Entree**  
*Steamship Round  
Fried Shrimp  
Italian Broccoli Pasta*

**Accompaniments**  
*Baked Potato  
Rice Pilaf  
Assorted Rolls*

**Vegetables**  
*Sesame Green Bean  
Carrots Almondine*

**Desserts**  
*Caramelized Custard Pie  
Haupia Cake*

\*Grab 'n Go Closed\*Short Order Line Closed\*Grill Line Closed\*

# Keiki Winter Wonderland

**December 10<sup>th</sup>**  
**10:00am – 2:00pm**  
**TAMC Track**

Activities:  
Pictures w/  
Santa  
Twister Ride  
Trackless Train  
Playzone  
Carnival Games  
Arts & Crafts  
Snow

**\*\*Entrance and All activities are FREE**

**Coupons will be sold to purchase food/ drink items\*\***

POC: 1SG Looper 433-1170, SFC Trudden 433-1353

Volunteer Opportunity call or email SSG Carr 433-9160 or casey.carr@amedd.army.mil

## WE NEED YOUR BLOOD TYPE...

*Please Donate!*

Tripler Blood Donor Center  
Oceanside 2<sup>nd</sup> floor  
Room 2A207  
433 - 6148

Donate Blood  
**A SIMPLE GIFT**  
**ASBP**  
Army Service Blood Program  
militaryblood.dod.mil



## *Pictures with Santa*

Santa is coming to Tripler AMC on the 13<sup>th</sup> and 15<sup>th</sup> of December to the Mountainside Entrance from 9AM to 3PM. Everyone can have their picture taken with Santa. A 5x7 for \$5 photo will be printed on site.

\*All proceeds to benefit the 2012 Patriots Ball\*  
POC: SSG Susan Goodman

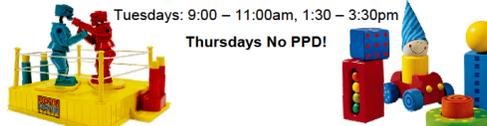


## SCHOFIELD BARRACKS PEDIATRIC CLINIC NEW HOURS

**Starting November 7, 2011**

Monday, Wednesday- Friday Clinic Hours: 7:00am – 5:00pm  
Tuesday 8:00 am – 5:00pm  
Closed Daily: 12:00pm to 1:00pm

**Immunization Hours:**  
Monday, Wednesday, Thursday, Friday- 8:00 – 11:00am, 1:30- 3:30pm  
Tuesdays: 9:00 – 11:00am, 1:30 – 3:30pm  
Thursdays No PPD!



## Synergy

Come join our Project Armor prevention group to be empowered by learning decision making skills, cultivating your strengths, and connecting oneself to healthy, drug-free, positive activities.

**Where?** Schofield ASACS Office~127 Lewis Street, Bldg.647

**When?** Thursday's from 1:30-2:30pm (Oct.27, Nov.3,10,17, Dec.1,8,15)

**Who can join?** Adolescents from 6<sup>th</sup> to 8<sup>th</sup> grade

**Who to contact?** Ms. Sara Hill at 655-9944 or 655-5080

Each week's activities will include a group discussion, a group activity or team building experience, and reflection of individual successes and challenges.

To find out more about ASACS services, and/or this group, stop by our ASACS office on Schofield or call the ASACS office.

Services provided through ASACS are free, voluntary and confidential.

Hope you can come!



Hickam Family Health Clinic Active Duty Acute Care

Beginning Jan. 1, 2012 the 15th Medical Group at Joint Base Pearl Harbor Hickam will institute a new active duty appointment program, replacing the walk-in system known as Sick Call.

As of Jan. 1, 2012, walk-in services will cease in the Family Health Clinic. All Active Duty Sick Call in the Family Health clinic will be by appointment only. Please call 448-6000 between hours of 7:15-8 a.m. to schedule a sick call appointment. Closure of walk-in Sick Call ensures that active duty members will no longer have to wait in the clinic to receive an appointment.

Service members who feel they are too sick to call for an appointment or feel their illness is an emergency can seek medical attention at Tripler Army Medical Center's Emergency Department.

**Active Duty supervisors:** Prior to having your Airmen seek medical attention, supervisors can exercise the option of allowing personnel to stay home for up to 24 hours. In accordance with AFI 41-210, *Patient Administrative Functions*, Paragraph 3.6.4 states that, *'Unit commanders and supervisors have the authority to grant up to 24 hours of sick status at their discretion if a member's illness/injury does not require medical treatment facility intervention. If the illness/injury persists beyond 24 hours, then the commander or supervisor must refer the member to the MTF for treatment and subsequent quarters authorization.'* Some examples of non-emergent illnesses for adults are colds, cough, stomach ache, or nausea and vomiting for less than 24 hours.

The 15th Medical Group at Joint Base Pearl Harbor Hickam is committed to delivering the ultimate health care experience. Please partner with us to manage your health care needs.