

## WORK LIFE/EAP

<http://www.uscg.mil/WORKLIFE/>

Office of Work-Life Service Center Toll Free number  
800-872-4957

Employee Assistance Program (EAP) 1-855-CGSUPRT  
(247-8778)

[www.cg.suprt.com](http://www.cg.suprt.com)

## TRICARE SERVICE CENTER (TSC)

Additional assistance is available by contacting  
TRICARE at 1-877-874-9378.

Signing up on [www.mytricare.com](http://www.mytricare.com) is a quick and easy  
way to find providers, monitor referrals,  
authorizations and access to your Explanation of  
Benefits (EOB). Additional information regarding  
provider searches and the mail order Pharmacy  
program is available on the web at [www.hnfs.com](http://www.hnfs.com).

DEERS: Incorrect DEERS information may cause  
delays in receiving referrals and cause claims to be  
processed improperly resulting in you or your  
dependents being charged for covered medical  
benefits. Please update your address and dependent  
information upon reporting aboard AND with any  
subsequent changes: [www.tricare.mil/deers](http://www.tricare.mil/deers)

## MISSION STATEMENT

I will provide a ready medical force as well as a  
medically ready force. I will provide patients with  
the care they need, when they need it, and where  
it is most convenient. I will improve quality and  
health outcomes for our population. I will  
accomplish this while managing the cost of  
providing care.



United States Coast Guard  
USCGC DILIGENCE  
109 NORTH WATER STREET, WILMINGTON  
NC 28401 (910)815-4528

***WELCOME TO  
USCGC DILIGENCE  
SICK BAY***



*“Providing Quality Health Care for  
our Coast Guard Family”*

## WELCOME ABOARD

Welcome to sickbay USCGC DILIGENCE. As your Independent Duty Corpsman (IDHS), I am your portal and liaison to the Coast Guard clinic at Air Station Elizabeth City. I will work closely with my CG Designated Medical Officer Advisor (DMOA) and your Primary Care Manager (PCM) to meet your health care needs. Together we are a direct extension of the Patient Centered Wellness Home and are committed to assisting you with reaching your personal wellness goals.

## PATIENT CENTERED WELLNESS HOME

A Patient Centered Wellness Home is a team of healthcare providers which includes my Designated Medical Officer Advisor (DMOA) CDR R. Sheffield, Pharmacy Officer LCDR J. Eubanks, LTJG J. Fisher and support staff at Air Station Elizabeth City medical clinic. Each patient is expected to actively participate in developing individualized health and wellness directives and goals with their Primary Care Manager (PCM) and may utilize Air Station Elizabeth City health clinic for specialty exams. The IDHS will coordinate these appointments.

## ASSIGNED HEALTH CARE CLINIC

In Wilmington we are using Tricare-Prime Remote and it is your responsibility to set up your Primary Care Manager (PCM). Unless you have a medical emergency, if sick or injured please contact the IDHS prior to utilizing services. This will help expedite your care and allow for appropriate patient tracking. After all medical treatment is completed, it is the members responsibility to ensure all documented encounters are returned to the IDHS and are filed into the members health record. Health records may be checked out only to the member and must be returned the following business day.

## INDEPENDENT DUTY CORPSMAN

IDHS HS2 TODD C. WILSON

### Hours of Operation

0645-1300

Monday through Friday in port

You can always reach me at

(714)457-3593 after hours.

## ROUTINE CARE

Services are provided by appointment for active duty personnel only.

Routine services include:

- Sick /Urgent Care
- Flight Physical Coordinator
- Immunization
- Over the Counter Medications
- PHA/Physical Exam preliminaries

## AFTER HOURS CARE

All active duty personnel are responsible for contacting their PCM, or IDHS, prior to seeking urgent/non-life threatening care. You may also contact the OOD at (910)815-4528, for assistance with reaching the IDHS on call if necessary.

**EMERGENCY CARE – Go to the nearest ER.** New Hanover Regional Medical Hospital at 2131 South 17<sup>th</sup> Street, Wilmington NC 28401. As soon as practical, notify the IDHS and the OOD of the emergency room care and/or admittance to the hospital.

**Dependent beneficiaries** shall use their local TRICARE Network options for after hours and urgent care needs. **Go to the nearest ER for Emergencies**

## RESOURCES

<b>ON/OFF BASE EMERGENCY</b>	<b>911</b>
<b>Sick Bay Onboard Extension</b>	<b>24</b>
<b>IDHS</b>	<b>(714)457-3593</b>
<b>OOD</b>	<b>(910)815-4528</b>
<b>Air Station Elizabeth City Front Desk</b>	<b>(252)335-6663</b>
<b>TRICARE</b>	<b>1-877-874-2273</b>
<b>Active Duty Dental Plan</b>	<b>1-866-984-2337</b>
<b>New Hanover Hospital Non-Emergent</b>	<b>(910)343-7000</b>
<b>Poison Control</b>	<b>1-800-222-1222</b>

## DENTAL CARE

Dental exams are required for active duty members annually within 30 days of your birthday. Appointments for dental cleanings are encouraged to be scheduled at six month intervals.

In Wilmington we use 2 Dentists:

Jillian Barras, DDS

4700 New Center Drive

Wilmington NC (910)251-8147

Mark McGee, DDS

8048 Market Street Suite A

Wilmington, NC (910)686-6578

United Concordia Dental network of providers is used for Active Duty personnel only. Please call United Concordia ADDP at (866) 984-2337 to acquire a dental access control number (ACN). This number is needed to schedule an appointment with a network provider.

Eligible family members must use a MetLife® Dental provider. A list of available Dentists may be found at: <https://employeedental.metlife.com/dental/public/SearchDentist.do> or you may call (855) 638-8371 to speak to a MetLife® customer service representative.