

## Medical Records

Medical records are the property of the federal government and must be maintained by a CG military facility. IAW HIPAA regulations, a signed authorization form is required if someone other than the patient is picking up the record or requesting copies of the record. These forms are available at the front desk.

**Transferring?** Please notify the front desk at least 48 hours in advance so records can be reviewed and deficiencies identified.

## Laboratory 636 3192

Orders for lab testing from a civilian provider may be accommodated if supplies and staffing are available, however a request for lab testing must first be generated by a Coast Guard medical provider.

## Work-Life 636 3159

Work-Life representatives from CG Headquarters are available each Wednesday from 0800-1600. The Work-Life office is located in Fleet Hall, building 33, adjacent to the Yard clinic.

## Advance Directives (Living Wills)

CG health care facilities are not required to provide such information under the law. You may contact your unit Legal Officer for further assistance.

## CG Support Program (CGSUPRT)

To access CGSUPRT call toll free 855-CGSUPRT (855-247-8778) or go to their website [www.CGSUPRT.com](http://www.CGSUPRT.com).

## Grievances and Suggestions

Grievances or suggestions should be directed to:

Clinic Supervisor: HSC J. Williams  
Health Services Administrator: CWO T. DeVore  
Senior Health Services Officer: CAPT M. Boquard  
Regional Practice Manager: LCDR M. Albert

2401 Hawkins Point Road  
Baltimore, MD 21266-1795  
Fax: (410) 636-7868

## Pharmacy 636 3174

The Pharmacy only stocks medications that are listed on the Department of Defense Formulary and are regularly used by our providers. Prescriptions from civilian doctors cannot be filled without a CG Pharmacist onboard, but may be rewritten by a CG medical provider. This may require a medical appointment.

Requests for prescription refills may be called in to the Refill Hotline, (410) 636-3174, 24 hours a day, 7 days a week, for pick-up on the following workday. Refills are made subject to medication availability.

Long-term prescriptions may be filled by the National Mail Order Pharmacy Program. Please see our Pharmacy Technician with any questions.

## Patients Rights

A copy of the Patients Rights and Responsibilities is available at the front desk.



**CAPT Michael Boquard, MD**  
Senior Medical Executive

Received Medical degree from State University of New York at Syracuse. Completed residency in Family Medicine at College of Human Medicine Michigan State University. Board Certified in Family Practice.

**CAPT Lisa Cayous, DDS**  
Dental Officer

Received Dental degree from University of Colorado. Completed residency in General Dentistry at Gallop Indian Medical Center of New Mexico.



**LTJG Brandon Weaver, PA-C**  
Medical Officer

Received Bachelor of Biomedical Science degree and a Master of Physician Assistant Studies at the University of Nebraska Medical Center. Certified Physician Assistant.

**Health, Safety and Work Life  
Regional Practice Washington  
Yard Clinic**

**Telephone: (410) 636-3144**

# Medical & Dental Services



## To Our Patients

Welcome to the Health, Safety and Work Life Regional Practice Washington, Detached Yard Medical and Dental Clinic.

Our staff includes two Medical Officers, one Dental Officer, one Occupation Health Nurse, one Dental Hygienists and support staff of thirteen.

This team of healthcare providers and support staff delivers services for total healthcare, surrounding the patient with support to accomplish wellness goals. This healthcare model will coordinate the disciplines of medicine, dentistry, pharmacy, family support, work-life, and safety while incorporating patient needs to form the Patient Centered Wellness Home.

As a participant rather than simply a recipient of health care, wellness goals will be established collaboratively by you and your Primary Care Provider. Your active involvement is requested, desired, and needed to ensure your readiness to carry out the missions of the Coast Guard.

The Yard clinic is open Monday, Tuesday, Thursday and Friday from 0730 to 1600 and Wednesday from 0730 to 1130. Wednesday afternoon the clinic is open for urgent care only.

Clinic Website: [www.uscg.mil/hq/cg4/yard/medical.asp](http://www.uscg.mil/hq/cg4/yard/medical.asp)

### Medical Appointments 636-7505/6

Appointments are divided into the following categories. Contact the front desk to schedule an appointment Mon-Fri:

**Acute:** For conditions requiring treatment within 24-48 hours such as infections or flu like symptoms. We do **not** have morning sick-call walk-in hours. Patients should call the front desk for same day appointments.

**Routine:** For conditions that do **not** require immediate treatment but should be treated within 7-28 days such as back pain, joint pain or follow-up appointments for chronic conditions.

### Dental Appointments 636-3161

Dental exams are required ANNUALLY for active duty members. The dental clinic is able to accommodate only Active Duty members for routine and limited specialty care.

Active Duty dependants are encouraged to enroll in Met Life, Dependant Dental Plan. Information for Dental Plans for Active Duty dependants and Retirees can be located at the following websites: Retirees: [www.ddpdelta.org](http://www.ddpdelta.org). Active Duty dependants: [www.tricare.mil/dental](http://www.tricare.mil/dental).

### After Hours Care: Duty HS# 202-( & ' -, ( \$(

The clinic has a Duty Health Services Technician to assist with any medical needs Mon-Fri from 1600-2000. After 2000, they can be reached by phone at the above number. The Duty HS is also available by phone on weekends.

The responsibilities of the Duty HS will consist of providing support and guidance with ALL after hour medical needs for ACTIVE DUTY personnel.

Contact the Duty HS first before going to the ER or an urgent care office, **UNLESS** you have an obvious true medical emergency (i.e. chest pain, broken bone, etc.). Once contacted, the Duty HS will assess the situation based on your symptoms, discuss with a Medical Officer as needed and will provide guidance how to proceed.

### TRICARE Service Center 843-3401

Our TRICARE representatives can assist you in applying for TRICARE benefits, the preparation of claims forms, and provide information on the care available from local Uniformed Services Medical Treatment Facilities. Information on the Active Duty Family Member Dental Plan and Supplemental Insurance for TRICARE is also available. You may visit the TroNorth website at: [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com) or call their service center at 1.877.874.2273.

### Radiology 636 1079

We have a qualified Radiology Technician who can provide routine radiology exams only. All other radiology procedures will be referred. Civilian radiology requests cannot be accepted.

### Optometry

Optometry services are not available at this facility. Optometry appointments can be made by contacting one of the following local Military Treatment Facilities:

Aberdeen Proving Grounds: (410) 278-5475  
NHC Annapolis: (410) 293-1130  
Andrews Air Force Base: (240) 857-2888  
Ft. Meade: (301) 677-8800

### Physical Exams 636-3166

To schedule your Periodic Health Assessment (PHA) or other required physical exams, please call our Physical Exams Petty Officer.

PHAs are completed every Tuesday and Thursday.

### Patient Advisory Committee (PAC)

The PAC meets once a quarter and all beneficiaries are invited. We welcome your constructive suggestions. Contact the Clinic Supervisor for specific dates and times.

### Occupational Health 636-3345

For civilian Occupational Health issues please contact the YARD Occupational Health Nurse.