



HSWL Regional Practice Cape May Training Center Cape May Medical Services

2 November 2015

Emergencies: For all medical emergencies on the Training Center or in Coast Guard housing, dial 911. Coast Guard emergency medical responders (EMS) are on-duty 24 hours a day, 7 days a week, and will respond to the scene of an emergency and provide care necessary to stabilize the affected patient(s). Additionally, EMS personnel can transport a patient to either the Samuel J. Call Health Services Center or to the nearest civilian hospital, depending on care required.

Samuel J. Call Health Services Center: The Samuel J. Call Health Services Center (SJCHSC) offers a range of services in an outpatient, non-emergency setting. Its primary mission is to provide care to recruits and active-duty service members, with rare space-availability for pre-employment physicals and minor, acute care for TRICARE-eligible civilian beneficiaries. The SJCHSC is staffed by on-duty Coast Guard health services technicians 24 hours a day, 7 days a week, and a duty medical officer and duty dental officer are on-call at all times. All life-threatening emergencies and injuries requiring care exceeding that provided by the SJCHSC will be referred to the nearest hospital, as appropriate.

Recruits: The SJCHSC is charged with preparing recruits for world-wide deployment and service in the Coast Guard. The SJCHSC processes all recruits during their first days at Training Center Cape May to ensure compliance with medical, dental and mental health accession standards. The SJCHSC also provides all medical and dental care for recruits during training, with exception of specialty services which are referred to local civilian providers on the TRICARE network.

Active-Duty Service Members: The SJCHSC is the patient-centered wellness home for all active-duty service members assigned to Training Center Cape May and its tenant commands. All primary care for active-duty service members is to be completed at the SJCHSC. Each active-duty service member is assigned a primary care manager (PCM) and team, of which will provide all primary care services to assigned members. Additionally, the PCM will generate all referrals for specialty care services not offered at the SJCHSC. Active-duty service members may contact the SJCHSC during normal working hours to schedule appointments, as well as after-hours for care referral or other information. The SJCHSC after-hours phone number is 609-898-6610.

Other: Services available to non-active-duty service members are extremely limited, due to space availability. The SJCHSC may, at the discretion of the Senior Health Services Officer, see civilian TRICARE-eligible individuals for minor, acute injuries if space is available and the care would require no follow-up appointment(s). For all other injuries, illnesses and issues, members will be directed to contact their primary care manager, civilian provider or nearest hospital.

TRICARE Nurse Advice Line: Available to all TRICARE beneficiaries, the Nurse Advice Line (NAL) can provide advice on whether a beneficiary should get care from a provider for an illness or to use other home options. The NAL provides beneficiaries with live advice from registered nurses 24 hours a day, 7 days a week, and has nurses that specialize in different specialties and can provide medical advice on a wide range of issues, including pediatric care. The NAL also helps beneficiaries find nearby medical care, and may call back to check on the issue a few hours later. Call 1-800-TRICARE (874-2273) and select option 1 to speak with a customer service representative.

For More Information...

Questions with the above information may be addressed to the SJCHSC Patient Affairs department, reached telephonically at 609-898-6966 or by email at D05-DG-RPCM-Information@uscg.mil. Please refrain from including protected health information or personal information unless requested.