



# October Updates

1 October 2009

This Month's Patient Satisfaction Score is 87%.

## Immunizations

Parents, keep your children's yellow shot record, hard copy, current. Bring the shot records to every immunization/ well-baby visit.

Immunization data is entered into a data base, however periodically data is dropped. This glitch increases the risk of repeat immunizations or having blood drawn to determine levels of immunity.

Prevent **unnecessary sticks** for yourself and children by keeping your yellow shot record updated and readily available. For more questions call Immunizations at DSN 466-4541.

## Flu Shots are in!

If you were unable to receive the Flu-Mist, please stop by the clinic during open hours to receive the Flu Shot. The vaccination is available to all community members **free of charge**. The Health clinic staff encourages everyone to take advantage of this opportunity before flu season. Restrictions of the Flu-Mist include children under the age of 2, individuals over 49 years old, and individuals with major health conditions such as asthma, diabetes, and allergies.

## No-Shows!

Did you know that in the last year we had a total of 791 appointment "No-Shows". This resulted in a **loss of \$56,952**, but more importantly it robbed you of available primary care appointments! A 5% loss to you, our beneficiaries. The Health Clinic is dedicated to improving your access to our facilities and the services. If you know you are unable to keep your appointment, please call the Appointments Line at DSN 466-1750, or cancel when you received the appointment reminder call.

## Clinic Closure Hours

The Clinic open hours for Fridays and Training Holidays are from **8 a.m. to Noon** with sick-call from **7:00 a.m. to 7:30 a.m.**

These afternoons are **mandated closure** for training, Soldier readiness, equipment maintenance, and other activities that ensure our staff can continue to provide quality health care.

## Stump the Staff!

We are dedicated to providing safe and quality health care. One way you can get involved is to simply inform our staff to ask for your name and Date of Birth at every visit.

Are you *in*? Book appointments on-line at [www.tricareonline.com](http://www.tricareonline.com)

# Fact Sheet: Novel H1N1 Influenza

**Defined:** Novel H1N1 Influenza is a new influenza virus causing illness in people. This new virus was first detected in people in the United States in April 2009. This virus is spreading from person-to-person worldwide, probably in much the same way that regular seasonal influenza viruses spread. On June 11, 2009, the World Health Organization signaled that a pandemic of Novel H1N1 Influenza was underway.

## **Facts:**

- H1N1 is very contagious and easily spreads from person to person.
- You cannot get infected with Novel H1N1 virus from eating pork or pork products.
- People infected with the flu may be able to infect others from one day before getting sick to five to seven days after.

## **Preventive Measures:**

- Cover your nose and mouth when you sneeze or cough.
- Wash your hands often with soap and water. Alcohol-based cleaners are also effective.
- Avoid touching your eyes, nose or mouth. Germs spread this way.
- Avoid close contact with people who are sick.
- Check for updates on Web sites like the World Health Organization ([www.who.int](http://www.who.int)) and Centers for Disease Control and Prevention ([www.cdc.gov](http://www.cdc.gov)).

**Symptoms:** Flu-like symptoms include high fever, headache, extreme tiredness, dry cough, sore throat, runny or stuffy nose, muscle aches and sometimes diarrhea and vomiting.

## **If you think you have the flu:**

- Stay home from work or school. The CDC recommends you stay home at least 24 hours after your fever is gone, except for medical treatment and other necessities. Your fever should be gone without the use of fever-reducing medicine.
- Get lots of rest, drink plenty of liquids and avoid using alcohol or tobacco
- Call the Nurse Advice Line and speak to a registered nurse about your symptoms 24 hours a day, 7 days a week. The NAL can schedule an appointment for you at your local health clinic if you need one.
  - o **Nurse Advice Line: 00800-4759-2330**
- If you need to go to the clinic for an appointment, call the clinic first so the staff can take the necessary precautions to help prevent the spread of the virus.

**H1N1 Vaccine:** An H1N1 vaccine is currently being developed. Once the vaccine is available, notices will be put out to the community through town halls, local newspapers, the Web and AFN.

