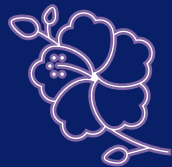


U.S. MILITARY HEALTH SYSTEM IN



Japan



June 2026



PATIENT GUIDEBOOK



Your Guide to Better Health

Scan QR code for online guidebook or visit:
<https://www.dha.mil/JapanPatientGuidebook>

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ACRONYMS

DEERS—Defense Enrollment Eligibility Reporting System
DHA—Defense Health Agency
DOW—Department of War
DTF—Dental Treatment Facility
EHR—Electronic Health Record
ICE—Interactive Customer Evaluation

JOES—Joint Outpatient Experience Survey
MHS—Military Health System
MTF—Military Medical Treatment Facility
PCMH—Patient Centered Medical Home
SOFA—Status of Forces Agreement
TRISS—TRICARE Inpatient Satisfaction Survey
VIPRR—Virtually Integrated Patient Readiness & Remote Care

WELCOME

WE ARE HERE TO TAKE CARE OF YOU

The Defense Health Agency (DHA) is proud to serve you as one of our valued TRICARE-eligible beneficiaries, who include active-duty service members, retirees, and their families in Japan. U.S. federal civilian employees may also receive care on a space-available basis. Your healthcare team includes more than 3,000 staff members in the Japanese main islands (Honshu) and Okinawa across six major medical and dental facilities, plus multiple supporting clinics. The U.S. Military Health System (MHS) in Japan is unique, and this guide will help you navigate the system and get the care you and your loved ones need both on and off the installation.

As a member of the American military community in Japan, we want you to know that we are committed to providing you high-quality, high-value healthcare that is responsive and respectful of your needs and choices. Whether you need to schedule an appointment, receive a post-procedure follow-up, or provide feedback, our skilled professionals are here to assist you every step of the way. If you need care from Japanese providers, resources are available to assist you.

We understand that maintaining your health can be challenging. That's why our integrated healthcare delivery system is designed to make it easier for you to access the care you need. The TRICARE Overseas Program in Japan is administered by International SOS. The DoW also has a pilot program* to help DoW civilians coordinate services with Japanese healthcare providers, the U.S. Army has a Civilian Healthcare Navigator Program, and our MTFs offer other support unique to medical services in Japan as well. Our dedicated professionals are committed to working with you to ensure you receive the care that meets your unique medical needs and health goals.

In this guide, you will find the information you need to confidently navigate your healthcare system. From refilling a medication to receiving emergency care, our knowledgeable and caring professionals look forward to serving you.

So, whether you are new to military medicine or have been with us for years, we encourage you to take advantage of all the resources available to you. We welcome your feedback any time to understand better and respond to your needs. Contact your Patient Advocate, submit feedback using Interactive Customer Evaluation (ICE), or fill out a patient satisfaction survey after your visit. You can even contact us on social media, but please protect your personal health information. We look forward to serving you and providing the best possible healthcare!



*Pilot program set to expire at the end of September 2026, unless extended.

Moving to Japan

Heading overseas is exciting, but navigating healthcare in a new country can be intimidating. As you prepare for your assignment in Japan, here are some essentials for managing your healthcare.

BEFORE YOU ARRIVE

- Complete an overseas screening for yourself and any family members on your orders. Contact the Suitability/Overseas Screening Coordinator or the nearest military hospital or clinic as soon as you have orders.
- The overseas screening helps ensure local resources can meet your medical and dental needs. If your child has special needs, the screening will also determine if appropriate resources will be available. It's required for command sponsorship.
- This screening guides you through recommended vaccines for Japan. You may choose to start the Japanese encephalitis vaccine before you leave the U.S.
- Don't disenroll from your current TRICARE health plan before moving. Update your plan when you arrive.
- Fill your prescriptions to ensure you have enough medication to last throughout your move and immediately after you arrive at your new location.
- Transition to Express Scripts before you arrive. Be sure to update your address upon arrival.
- Get your routine healthcare needs met before you move. It's one less thing to do once you arrive in Japan.
- If you see civilian medical or dental providers, be sure to ask for copies of your records to take with you.



MILITARY HOSPITALS AND CLINICS IN JAPAN

- Military hospitals and clinics offer the kind of high-quality care you're used to stateside. They're staffed by healthcare professionals who understand your unique needs.
- Active-duty service members and command-sponsored family members have first priority when booking appointments.
- Appointments may be offered to non-TRICARE beneficiaries if space is available. But these slots can be limited and offered on short notice.
- If you need care that isn't available at your MTF, you may be referred to another MTF or to a Japanese provider.
- You can see which specialties a military hospital or clinic has by checking out its website:

[The 18th Medical Group in Kadena](#)

[The 35th Medical Group in Misawa](#)

[The 374th Medical Group in Yokota](#)

[U.S. Naval Hospital Yokosuka](#)

[U.S. Naval Hospital Okinawa](#)

[Army Health Clinic BG Crawford F. Sams on Camp Zama](#)

*Information taken from <https://tricare.mil/LifeEvents/Moving/Moving-to-Japan>

We Are Here For You!

KEEPING YOUR DEERS UP TO DATE

Your DEERS account is where you need to update all of your personal information to ensure your TRICARE eligibility stays up to date for you and your family! Keep your information current as your life changes to maintain your TRICARE benefits. Your address and contact information in DEERS is what goes into your electronic health record. Please ensure your address and phone number are correct in DEERS so we can contact you.

DELIVERING CARE ANYWHERE

TRICARE benefits are the same regardless of where you live, but there are two U.S. regional contractors and one overseas contractor. TriWest Healthcare Alliance administers the benefit in the West Region, and Humana Military administers the benefit in the East Region. [International SOS](#) administers the benefit overseas. [Explore health plan options online today](#) to decide which is right for you.

NAVIGATING YOUR HEALTHCARE JOURNEY

As you navigate your journey through the military health system as a TRICARE-eligible beneficiary, a great first step is to enroll to a PCMH before making your first medical appointment. Only dependents with an approved overseas screening can enroll. Call International SOS to enroll with one of our facilities in Japan. Ensure third-party insurance is on file with the local Uniform Business Office.

Call International SOS to enroll with one of our facilities.

From Japan:

Customer Service Regional Direct +(65)6339-2676

Toll Free 0120-983990

LOCATING A FACILITY

Need an MTF in Japan and not sure what location to visit? For further assistance, use the [Military Medical Treatment Facility \(MTF\) Locator Tool](#).

For additional TRICARE assistance, contact your [Beneficiary Counseling and Assistance Coordinators \(BCACs\)](#) at a local military hospital or clinic.

Creating a myAuth Logon*



MTF Locator



Nurse Advice Line



(DSN)

94-888-901-7144

(Mobile)

0066-33-821820 or

0120-996-985



*The Military Health System is transitioning from DS Logon to myAuth by the end of fiscal year 2026. Some systems have already transitioned. [Learn more about myAuth.](#)

Military Medical Treatment Facilities (MTF)

JAPAN MAIN ISLANDS

Camp Zama

[Brig. Gen. Crawford F. Sams Army Health Clinic](#)

(DSN) 315-263-4127

(Japan) 046-407-4127

(From U.S. cell) 011-81-46-407-4127

Misawa Air Base

[35th Medical Group](#)

Patient Advocate: (Japan), 0176-77-6480, (DSN) 315-226-6480

Appointment Line: (Japan) 0176-77-6111, (DSN) 315-226-6111

Yokota Air Base

[374th Medical Group](#)

(DSN) 315-225-8864

(From U.S. cell) 011-81-42-552-2511/2510, ext 58864

(Japan) 042-522-2510

Commander, Fleet Activities Yokosuka

[U.S. Naval Hospital Yokosuka](#)

Quarterdeck (DSN): 315-243-7144

Appointment Line (DSN): 315-243-5352

Naval Air Facility (NAF) Atsugi

[BHC Atsugi](#)

Quarterdeck (DSN): 315-264-3207

Combined Arms Training Center, Camp Fuji

[Camp Fuji Health Detachment](#)

Front Desk (DSN): 315-243-5352

Marine Corps Air Station (MCAS) Iwakuni

[Family Branch Health Clinic \(BHC\) Iwakuni](#)

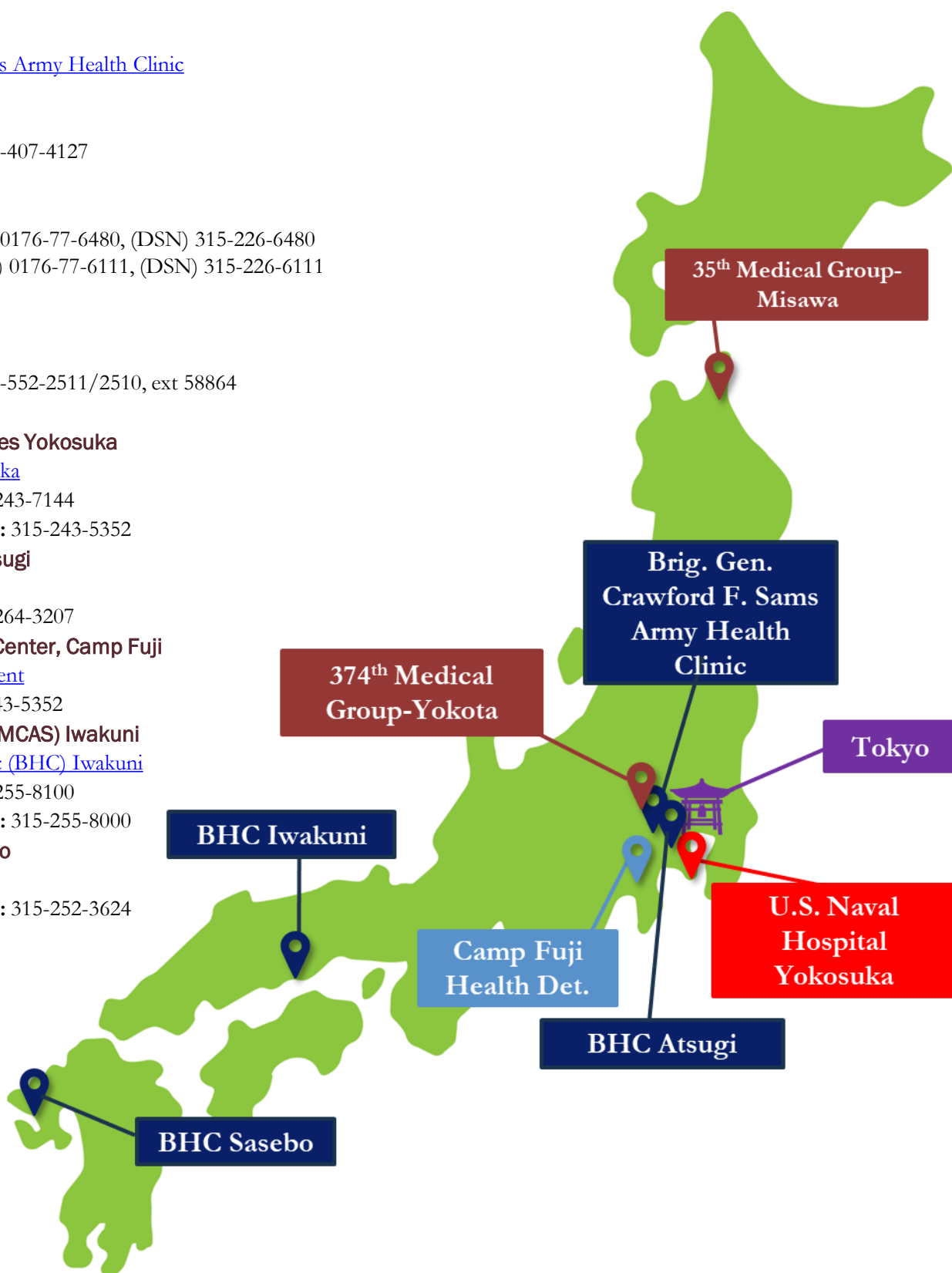
Quarterdeck (DSN): 315-255-8100

Appointment Line (DSN): 315-255-8000

U.S. Fleet Activities Sasebo

[BHC Sasebo](#)

Appointment Line (DSN): 315-252-3624



Map Key:

Emergency
Care

Routine Care

Urgent Care

Active Duty
Only

Military Medical Treatment Facilities (MTF)

OKINAWA

Kadena Air Base

[18th Medical Group](#)

(DSN) 315-630-4817

(U.S. cell) 011-81-98-960-4817

Camp Foster

[U.S. Naval Hospital Okinawa](#)

Quarterdeck/Information (DSN): 315-646-7540

Appointment Line: (DSN): 315-646-9355 (WELL)

[BMC Evans](#)

(DSN) 315-646-9355 (WELL), Opt. 1

Camp Courtney

[Branch Medical Clinic \(BMC\) Bush](#)

(DSN) 315-646-9355, option 3, option 1, option 1

MCAS Futenma

[BMC Futenma](#)

(DSN) 315-646-9355, option 3, option 1, option 5

Camp Hansen

[BMC Hansen](#)

(DSN) 315-646-9355, option 3, option 1, option 4

[Sports Medicine and Rehabilitation Team \(SMART\) North Clinic](#)

[North Clinic](#)

(DSN) 315-646-9355 (WELL)

Camp Kinser

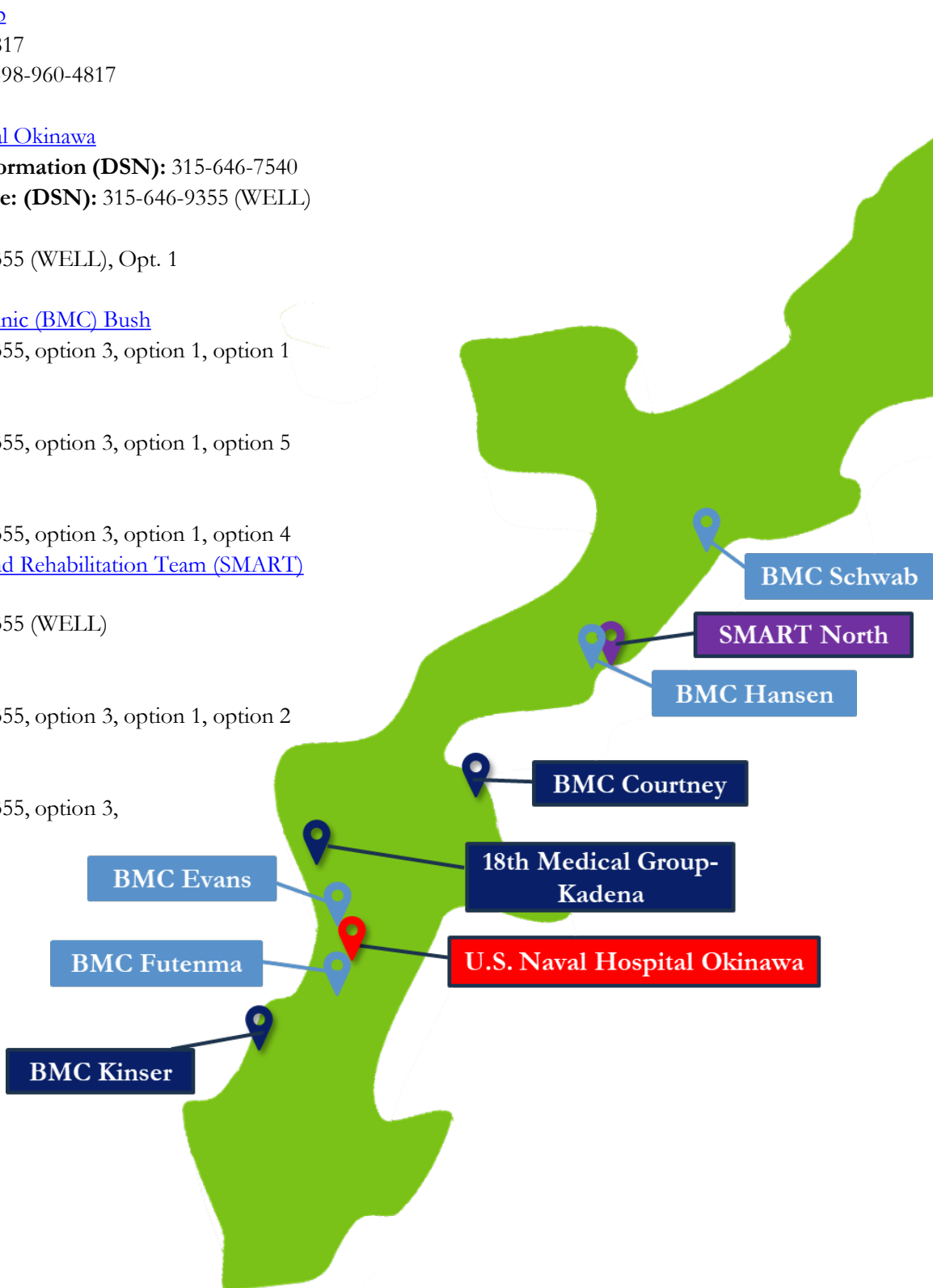
[BMC Kinser](#)

(DSN) 315-646-9355, option 3, option 1, option 2

Camp Schwab

[BMC Schwab](#)

(DSN) 315-646-9355, option 3,
option 1, option 6



Map Key:

Emergency Care

Routine Care

Active Duty Only

Specialty Care

Civilian Healthcare Support

NAVIGATING THE JAPANESE MEDICAL SYSTEM

There are two programs designed to help civilians navigate the Japanese medical system. While DoW civilians are eligible for care in MTFs on a space-available basis, many civilians get their care off-installation.

*Pilot Health Insurance Enhancement for DoW Civilian Employees in Japan**

The DoW created a pilot health insurance program in October 2024 to assist DoW civilian employees get care in Japan. The program is managed by International SOS and assists eligible civilian employees with healthcare navigation and upfront costs associated with accessing Japan's healthcare system. To be eligible, the employee must be enrolled in a participating health plan through the Federal Employees Health Benefits (FEHB) program. The pilot program does not currently support family members or contractors.

Services:

- Healthcare navigation: referrals and appointment scheduling
- Coordination of health insurance coverage
- Direct payment to medical providers
- Interpreter support at medical appointments, where available and determined by International SOS

Call Center:

- Monday through Friday, 7 a.m. to 9 p.m. Japan Standard Time
- Toll-free within Japan: 0120-303280 (cannot be dialed from outside Japan)
- International outside Japan: +81 3 3560 8185 (Note: this is **not a toll-free number**. Request a call back for routine, non-urgent requests by sending an email to avoid additional charges.)
- Email: DODHealthCareSupport@internationalsos.com

U.S. Army Japan Civilian Healthcare Navigator Program

The Civilian Healthcare Navigator (CHN) program was created to provide language support and access at Zama General Hospital for SOFA-status, non-TRICARE eligible civilians, contractors, and family members assigned to Camp Zama.

The service is staffed by 5 full-time interpreter/translators who will help guide patients through all stages of their medical appointments from booking appointments through check-out/ departure, to include guidance on insurance claim filing.

Zama General Hospital is located approximately 300 meters northeast of the Camp Zama main gate and offers a wide-range of medical services.

To Make an Appointment

1. **PHONE:** Call 090-1405-2695 from 8:30 a.m. to 4 p.m. Monday through Friday (except U.S. holidays). If the line is busy, leave detailed message and a translator will return your call as soon as possible.
2. **IN-PERSON:** Make appointment in person at the CHN Desk, Zama General Hospital, Kanagawa, Zama City, Sobudai 1-50-1

What You Should Bring

- An official passport with current SOFA stamp to confirm eligibility
- Any records that might be helpful for the interpreter or healthcare personnel
- Sufficient funds to cover expected expenses. Credit card or Japanese yen. Payment is due upon checkout from your medical visit. Parking fee is at a reduced rate on the date of the appointment.



TRICARE Logins: Know how to access portals and manage your benefits

Whether you need to make an appointment, check a claim, or download forms, knowing where to log in can make using your TRICARE benefits easier. Today's MHS relies on [multiple online platforms](#), each with a specific purpose. Understanding them, and how they're evolving, can help you make the most of your health coverage.



DEERS AND MILCONNECT/BENEFICIARY WEB ENROLLMENT

DEERS is the foundation of TRICARE eligibility. The [milConnect website](#) lets you update contact information, check your enrollment status, and access Beneficiary Web Enrollment tools. You can use this platform to enroll in or change TRICARE plans during open season or when you have a qualifying life event, and to update contact information.



MHS GENESIS PATIENT PORTAL

If you get care at an MTF, the [MHS GENESIS Patient Portal](#) is your main access point for healthcare information and communication. You can view laboratory results, request prescription refills, make appointments, send secure messages, and access health records and appointment notes.



REGIONAL CONTRACTOR PORTALS

Healthcare outside of MTFs is administered by TRICARE contractors. Each has its own portal, and you can use them to view claims, check referrals, and find network providers:

- TRICARE West Region: [TriWest Healthcare Alliance](#)
- TRICARE East Region: [Humana Military](#)
- TRICARE Overseas: [International SOS](#)
- TRICARE For Life (in all regions): [WPS Military and Veterans Health](#)



EXPRESS SCRIPTS

PHARMACY ACCESS

[Express Scripts](#) is the [TRICARE Pharmacy Program contractor](#). Through their portal, you can switch eligible medications to [TRICARE Pharmacy Home Delivery](#), request new prescriptions, refill prescriptions, track your order status, and pay your bill.



DENTAL PORTAL

Are you enrolled in the [TRICARE Dental Program](#)? If so, [United Concordia](#) is your TRICARE dental contractor. Your [United Concordia TDP MyAccount](#) lets you view plan coverage details, check claims history, view your [dental explanation of benefits](#), and pay your bills. The TDP is for active-duty family members and non-activated Individual Ready Reserve (IRR) and their dependents. Active-duty service members get dental care in their assigned MTF.

TRICARE MYCARE OVERSEAS™

BENEFICIARY MOBILE APP & PORTAL

MyCare Overseas™ is an easy-to-use, innovative tool designed to enhance your healthcare experience by offering the following services:

- Checking your TRICARE health plan and claims
- Finding a TOP network provider
- Verifying TRICARE covered services
- 24/7 access to the local Near Patient Team (in specified locations), the Global First Call Desk (GFCD), Beneficiary Support Center (BSC), and technical support
- My Appointments & Referrals
- My Medical Translations
- Country information (emergency numbers, medical risk ratings, cultural tips)
- Translation help and local language support
- Chat directly with the Near Patient Team*
- FAQs & direct link to the BSC

*Chat is available Monday through Sunday, 8 a.m. to 8 p.m. local time in all [Near Patient Program \(NPP\)](#) locations. Chat is available to all TRICARE Prime Overseas and TRICARE Prime Remote Overseas beneficiaries enrolled in the NPP who have had at least one authorization issued after January 1, 2020. To initiate a chat, click on “24/7 Assistance” and then “Chat Now” in the “My Local Care Team” section. If you are unable to access the chat, [please call your TOP Regional Call Center](#) on the 24/7 toll-free number.

Download the MyCare Overseas™ Beneficiary App [Fact Sheet](#) or a list of [FAQs](#) for more information.

MyCare Overseas™ App Overview Video

[Click here](#) to view a short video on the benefits of using the MyCare Overseas™ app.

How Can I Access MyCare Overseas™?

Scan the QR code below or click on the App Store or Google Play buttons.

Note: After you download or install the MyCare Overseas™ app on your mobile device, please remember to complete the registration process to begin enjoying the features of the app right away!



MYCARE™
OVERSEAS



Download the app

Effortless Primary Care Appointments

Once enrolled in your PCMH, our providers will work with you in a team-based approach where they partner with you to focus on better health through preventative care, acute care, and chronic care management.

EASY SCHEDULING

To book your primary care checkups, sick visits, or immunization appointments, call your appointment line. For specialty appointments, you may need a referral. To learn more about specialty care, go to page 31 of this guide.



PREPARE FOR YOUR APPOINTMENT

Please remember to give yourself plenty of time to get on the installation, find parking, and arrive 25-20 minutes before your appointment. Make sure you bring your ID and necessary documentation. See more information about preparing for your visit, patient rights, and guidelines in pages 40-47.



Creating a myAuth Logon*



MTF Locator



Nurse Advice Line



(DSN)
94-888-901-7144
(Mobile)
0066-33-821820 or
0120-996-985



MHS GENESIS Patient Portal

Once you're registered for the MHS GENESIS Patient Portal, you will have 24/7 access to view health records, complete pre-visit questionnaires, see your lab and radiology results, communicate with your MTF primary and specialty providers, order prescription refills, and access a health information library.

The *MHS GENESIS Patient Portal* connects you to your health information and your healthcare team. Access the link or scan the QR code to register/logon to the patient portal.



COMMUNICATING WITH YOUR PROVIDER

You can confidentially communicate with your MTF care team via the MHS GENESIS Patient Portal about any non-urgent healthcare needs. It's as easy as e-mail but incorporates stronger security to ensure your privacy. Even if your primary care provider is away, your messages can go to their team.

PATIENT PORTAL ACCESS

You can control access to your healthcare information, and you may choose to allow other individuals access to your patient portal. This access maybe granted or removed by each patient, on the DS Logon page, by selecting "Change Relationships."

You can also grant and remove an individual's access to your medical information through DEERS/ DMDC. If you're younger than 18, you will have different portal access and requirements. See below for a breakdown.

- **Ages 18+:** If eligible, may create their own DS Logon account to the patient portal to access their healthcare information.
- **Ages 0-12:** Only sponsors, parents, or guardians (Proxies) are granted access to a child's records.
- **Ages 13-17:** Only sponsors, parents, or guardians are granted access to a limited set of the teenager's records such as appointments, secure messages, immunizations, and allergy information. Sensitive clinical information is restricted from view in accordance with the Health Insurance Portability and Accountability Act (HIPAA).
- **Beneficiaries with special healthcare needs:** Proxies may be granted access in accordance with DoW guidelines.

Printing Vaccination
Records



Finding Your Healthcare
Provider



Emergency and Urgent Care Services

EMERGENCY CARE

Both USNH Yokosuka and USNH Okinawa offer emergency care services for life-threatening medical issues, such as threats to your life, limbs, sight, or safety. See below information for calling an ambulance on and off installation.

USNH Yokosuka

When arriving at Yokosuka's emergency department, patients will be immediately greeted and registered by a highly trained corpsman and undergo a quick medical assessment by the triage nurse. To contact the emergency room, call (DSN) 315-243-5137.



USNH Okinawa

In addition to emergency medical services, USNH Okinawa has 24/7 coverage by general surgery and orthopedics. They also offer a forensic medical program that provides 24/7 comprehensive, compassionate, patient-centered care to eligible beneficiaries who have experienced interpersonal violence such as sexual assault, domestic/intimate partner violence, and/or child abuse.



DID YOU KNOW?

In Japan, you can't walk directly into an emergency room. Calling 1-1-9 will ensure you're routed to the correct facility.



Emergency Dialing Instructions

Off installation: Dial 119

On installation: (DSN) dial 911

To dial installation emergency services from a cell phone, dial:

Kadena: 098-934-5911

Yokosuka: 046-816-0911

Foster: 098-911-1911

Yokota: 042-507-6560 or 042-552-2510 then 911

Misawa: 0176-53-1911

Camp Zama: 046-407-2911

Torii Station: 098-911-1911



988 Suicide & Crisis Lifeline
(DSN): 988

JPN Cell: 046-407-8255

US: +1 844-702-5493



CALL 911

On installation:

(DSN) 911

Off installation: 119

Care When You Need It

URGENT CARE SERVICES

Misawa and Yokota offer urgent care services for non-life-threatening health issues that require immediate attention, such as sprains, the flu, colds, and other common illnesses. Urgent care services at Misawa are available 24/7 and located in the basement of the main hospital (Building 99). Yokota's urgent care clinic is in the main hospital building and is available 24/7. Call (DSN) 315-225-7740.

USNH Okinawa offers a Sunday Acute Care Clinic from 9 a.m. to 4 p.m., by appointment, for those enrolled in their Medical Homeports. (The last appointment is at 3:40 p.m.) To schedule an appointment, call (DSN) 315-646-9355 or (Japan) 098-971-9355.



URGENT CARE



Not sure where you should be seen? We encourage you to contact the MHS Nurse Advice Line to determine the appropriate level of care (e.g. home care, PCMH, urgent care, or emergency room).

Prior to seeking urgent care at non-military urgent care centers, active-duty service members must receive prior authorization, or be responsible for any costs incurred. To receive authorization, please contact the MHS Nurse Advice Line.

Family members and retirees can visit any urgent or emergency care facility at any time without a referral. If you are enrolled in a TRICARE Prime plan and seek urgent care from a non-network provider outside of a TRICARE-authorized urgent care center, point-of-services costs will apply.

If you are having a life-threatening emergency, please head to your MTF emergency room if available or dial 911 on installation (119 off base). Do not walk into a host nation hospital.

MHS NURSE ADVICE LINE

TRICARE beneficiaries can connect with a registered nurse 24/7 through the NAL via phone, chat, or video. The NAL nurses help determine the appropriate level of care for urgent health issues, offering guidance on when and where to seek treatment, as well as providing instructions for self-care. In Japan, call (DSN) 94-888-901-7144. From mobile dial 0066-33-821820 or 0120-996-985.



ADSMs who require urgent or emergency dental care while on Temporary Duty/Temporary Additional Duty, deployed, on liberty, or in an authorized leave status in a remote overseas location (greater than 50 miles from the nearest MTF/DTF) can seek emergency dental care at a non-military dental provider. They may have to pay up front for emergency dental care and then file a claim with the dental contractor (United Concordia) for reimbursement.

Forensic Medical Program

Eligible beneficiaries who have experienced Interpersonal Violence (IPV) such as sexual assault, domestic violence, intimate partner violence, strangulation, and/or child abuse, can receive 24/7 comprehensive, compassionate, patient centered, trauma-informed healthcare at U.S. Naval Hospital Yokosuka, Branch Health Clinic Atsugi, Branch Health Clinic Sasebo, Family Branch Health Clinic Iwakuni, U.S. Naval Hospital Okinawa (Camp Foster), 374th Medical Group (Yokota Air Base), and 35th Medical Group (Misawa Air Base). The FMP can provide guidance on filing a Restricted or Unrestricted Report:

1. A medical only physical examination or, if elected, a medical physical examination with a SAFE kit.
2. Provide treatment for sexually transmitted infections/pregnancy prevention.
3. Collect toxicology in cases where there may be memory loss or concern that there may have been unwanted drugs used to facilitate a sexual assault.
4. Photographic documentation of injuries.
5. Assess for injuries (even if injuries are not readily visible) related to strangulation/suffocation, which can be lethal and have long term medical implications.
6. Provide immediate, supportive, or follow-up medical/mental health referrals.

Forensic Healthcare Contacts

U.S. Naval Hospital Okinawa

Duty Hours (DSN) 315-646-7303
24/7 (U.S. cell phone) 011-81-91-971-7312
24/7 (Japan) 098-971-7312

Kadena Air Base (18th Medical Group)

24/7 (U.S. cell phone) 011-81-91-971-7312
24/7 (Japan) 098-971-7312

Misawa Air Base (35th Medical Group)

On Call FHE: (DSN) 315-226-6647
24/7: 0176-77-6647

Yokota (374th Medical Group)

Duty Hours: (DSN) 315-225-7740
24/7: 042-507-6560
24/7 (DSN) 911

U.S. Naval Hospital Yokosuka

24/7 (DSN) 315- 243-7464
24/7 (Japan) 046-816-5137
24/7 (U.S. cell phone) 011-81-46-816-5137

Branch Health Clinic Atsugi

24/7 (DSN) 911
24/7 (Japan) 046-763-0911

Camp Fuji Health Detachment

24/7 (DSN) 911
24/7 (Japan) 055-088-5857

Branch Health Clinic Sasebo

24/7 (DSN) 911
24/7 (Japan) 0956-50-0911

Family Branch Health Clinic Iwakuni

24/7 (DSN) 255-8100
24/7 (Japan) 0827-94-8100
24/7 (U.S. cell phone) 011-81-827-94-8100

Army Health Clinic BG Crawford Sams-Camp Zama

24/7 (DSN) 99-090-9395-8909
24/7 (Japan) 090-9395-8909
24/7 (U.S. cell phone) 011-81-90-9395-8909

Mental Health 101

Your mental health and well-being are critical to your overall health. Mindfulness, resilience skills, spiritual fitness, nutrition, and sleep are all critical components to your mental health. Across the DoW, your leaders, social and family support programs, chaplains, non-medical counseling services (like Military OneSource), and wellness centers exist to help guide you and your family through any difficult time.

Contact your provider if you or a loved one are experiencing:

- Mood swings (intense anger, irritability, sadness that won't go away)
- Anxiety /worry
- Persistent insomnia
- Thoughts of suicide or self-injury
- Addiction to substances
- Problems fulfilling obligations at home or work

Your MTF provides a streamlined process for accessing non-emergency mental healthcare. To start, find the Mental Health Department's contact information on your MTF's website. Your team will assess your needs and connect you with appropriate resources, including specialty appointments. If an appointment isn't available within 28 days at your MTF, they'll coordinate a referral to another MTF or a TRICARE-authorized provider. Both your MTF & TRICARE offer convenient telehealth services for flexible, private care.

You can access telemedicine options through either your MTF or TRICARE for a flexible, convenient way to access care. You can connect with providers from the comfort and privacy of your own home, or even while you are traveling. For added detail on available care options, see next pages for MTF Mental Health Services. Restrictions may apply to services overseas when off the installation. We also offer clinical chaplain services if you are experiencing spiritual distress or struggling with loss and grief, guilt, shame or forgiveness.

In the event of a mental health emergency or crisis, your Emergency Department is here to provide immediate care. If you are in a crisis, please seek care without delay at the nearest MTF Emergency Department.

VIRTUAL CARE

The Defense Health Agency Virtual Health Branch's Behavioral Health Resources and Virtual Experience, or BRAVE, provides telehealth supplement care to MTFs. Active-duty service members and adult family members in Japan are eligible to participate in video appointments through BRAVE. Participating locations include Kadena, Camp Zama, Misawa, Yokosuka, Yokota and Okinawa.



988 Suicide & Crisis Lifeline

(DSN) 988

(Japan) 046-407-8255

(US) +1 844-702-5493



CALL 911

On installation: (DSN) 911

Off installation: 119



Mental Health Services

JAPAN MAIN ISLANDS — HONSHU

USNH YOKOSUKA

USNH Yokosuka provides comprehensive mental health and substance use disorder services, including outpatient individual psychotherapy, psychiatric care, and diverse group therapy options such as Cognitive Behavioral Therapy for Insomnia and Coping Skills, Dialectical Behavioral Therapy Skills, and Occupational/Life Skills groups. Additionally, the Substance Abuse Rehabilitation Program (SARP) offers a full continuum of care, ranging from community outreach and screening to intensive outpatient treatment (ASAM Levels 0.5 to 2.0). Sailors assigned to Yokosuka-based ships receive dedicated support from embedded mental health teams, with care coordinated directly through their respective ship medical departments.

Mental Health Clinic:

(DSN) 315-243-5171
(U.S.) 011-81-46-816-5171
(Japan) 046-816-5171

Substance Abuse Rehabilitation Program (SARP):

(DSN) 315-243-5489
(U.S.) 011-81-46-816-5489
(Japan) 046-816-5489

35TH MEDICAL GROUP (MISAWA)

The 35th Medical Group provides integrated mental health support through a variety of services to Active Duty, and their families. The Mental Health team is located in building 96 and can be reached at (DSN) 315-226-3230, Monday–Friday, 7:30 a.m.–5 p.m.

374TH MEDICAL GROUP (YOKOTA)

The Yokota Mental Health Clinic offers comprehensive mental health services to all service members and their families. These services can be engaged through your primary care manager or, for service members, through your unit's Embedded Mental Health Clinic, if applicable. The Yokota Mental Health Clinic can be reached by calling (DSN) 315-225-3566, Monday-Friday 7:30 a.m. to 4:30 p.m. Walk-in services are also available during duty hours.

CRAWFORD F. SAMS ARMY HEALTH CLINIC (CAMP ZAMA)

CFSHC offers the following mental health services:

- Mindfulness and Wellbeing Workshops
- Substance Use Disorder Clinical Care
- Family Advocacy Program
- Military Family Life Counselor services
- Outpatient Psychological Treatment for individual, group, couples, and families
- Tele-Behavioral Health (subject to availability)

Services can be accessed through referral from Primary Care Providers or through self-referral to the Rest and Resiliency Center in Building 534, Second Floor. For additional questions please contact (DSN) 315-263-4610.

Mental Health Services

OKINAWA

USNH OKINAWA

USNH Okinawa provides outpatient mental health services for service members, dependents, retirees, and civilian employees on a space-available basis, including specialized substance abuse rehabilitation for active-duty Marines and Sailors and child/adolescent care for their dependents. These resources are accessible through a Primary Care Manager (PCM) or, for Marines, via unit-embedded mental health support.



The Adult Outpatient Mental Health (OMH) Clinic offers walk-in hours Monday-Friday, except federal holidays, from 07:30 a.m. to 3 p.m. for beneficiaries with questions, seeking support, or interested in resources for mental healthcare. The clinic can be reached at 098-971-WELL (9355), option 5, option 1.

Behavioral Health Consultants are available at Branch Medical Clinics (such as BHC Futenma) to provide active-duty service members and their dependents with a biopsychosocial approach for common concerns such as stress management, and sleep hygiene. Referral required from PCM.

Substance Abuse and Rehabilitation Program (SARP) provides timely, consistent, and effective care for active-duty service members with substance abuse issues that interfere with their occupational and interpersonal functioning. The program can be reached at: 098-971-9355, option 3, option 3. Located at Camp Foster, Building 972.

The Child & Adolescent Mental Health Clinic (CAMH) offers diagnosis and treatment for children and adolescents and provides psychiatric services and supportive counseling from licensed specialists to treat conditions including but not limited to ADHD, depression, and anxiety on a routine outpatient basis. Referral required from PCM. The clinic can be reached at (DSN) 315-646-9355 (WELL), option 5, option 2. Hours of operation are Monday-Friday, 8 a.m.-3:30 p.m. Located at Camp Foster, Building 972.

Inpatient Mental Health offers 12-beds in support of eligible beneficiaries with psychiatric concerns. The inpatient unit provides short-term programs with a focus on Cognitive Behavioral Therapy and distress tolerance and resiliency to prepare for return to duty and follow-on outpatient care management. The unit can be reached at (DSN) 315-646-7788 or (Japan) 098-971-7788.

18TH MEDICAL GROUP (KADENA)

The 18th Medical Group offers assessment, individual and group therapy, outreach, prevention, and pre-deployment neurocognitive assessments. The focus is on mission readiness for active duty; dependents seen as space allows. The program can be reached at (DSN) 315-634-3272.

Location: Bldg. 90 (across from Marek Park, next to SARC/EO), The hours are Monday and Friday 8:30 a.m. to 4:30 p.m., Tuesday-Thursday 7:30 a.m. to 4:30 p.m.

Substance Misuse (ADAPT): Provides prevention, education, outpatient treatment, and referrals for higher care. The team can be reached at (DSN) 315-634-3272.

Family Advocacy Program (FAP): Supports families and partners with prevention, education, counseling, and new parent support. The team can be reached at (DSN) 315-634-0433.

Counseling Opportunities



- **[Military and Family Life Counseling \(MFLC\)](#)**: Provides free, confidential non-medical counseling to service members, their families and survivors on or near installations.
- **[Military OneSource](#)**: Provides confidential non-medical counseling to service members and their loved ones with resources and support to address a variety of issues and build important skills to tackle life's challenges. You can visit online, live chat, or call 800-342-9647 24/7/365.
- **[Military/Veterans Crisis Line](#)**: All service members, including members of the National Guard, Reservists, Veterans, and their loved ones can call, text, or chat. You do not have to be enrolled in VA benefits or a healthcare plan to connect. Call (DSN) 988, (Japan) 046-407-8255 or (U.S. cell) +1 844-702-5493.
- **[DOD Safe Helpline](#)**: Provides confidential and anonymous crisis support specially designed for members of the military community affected by sexual assault. Call 877-995-5247; [chat online](#) or join the [anonymous support group](#).

MENTAL HEALTH APPS

[DHA Mobility](#): The DHA has several wellness and pain management apps that you can download to your mobile device.

[RealWarriors](#): Get information and resources, including several excellent smartphone apps such as PTSD Coach, Breathe2Relax, Virtual Hope Box, and Dream EZ.



MENTAL HEALTH RESOURCES



- **[inTransition](#)**: Provides a free, confidential program that offers specialized coaching and assistance for active-duty service members, National Guard members, reservists, veterans, and retirees who need access to mental healthcare.
- **[National Resource Directory](#)**: Provides a comprehensive directory of services for military members, veterans, and their families.
- **[Psychological Health Resource Center](#)**: Trained mental health consultants provide 24/7 support to help beneficiaries access mental healthcare and local community support. Call 866-966-1020.
- **[Substance Abuse and Mental Health Services Administration](#)**: A branch of the U.S. DHHS that helps connect individuals to substance use disorder treatment.

Women's Health Services

DHA provides comprehensive women's healthcare, including reproductive healthcare and sex-specific appropriate care associated with cardiovascular health, mental health, and musculoskeletal injuries. Our goal is to ensure the health of all women at every stage of life.

HEALTHY LIFESTYLE FOR CONCEPTION

Healthy lifestyles and behaviors can promote conception. If you are trying to conceive, consider talking to your primary care provider about preconception healthcare to discuss your health history, current lifestyle and behaviors, and medical conditions that could affect fertility and pregnancy. Ask your provider how to get prenatal vitamins.

WELL-WOMAN EXAM

Well-woman exams are covered annually for women under age 65. They may include breast exams, pelvic exams, mammograms and Pap smears as needed. TRICARE covers these exams with no cost-share or copayment.

If you are age 65 and older and using TRICARE For Life, you can still get women's preventive screenings - things like breast exams, Pap smears, pelvic exams, and screenings for sexually transmitted infections-but the difference is that Medicare is your primary coverage and TRICARE For Life pays second. So, you'll need to follow Medicare's rules first.

Your doctor may suggest additional screenings dependent on your age; please reference page 38 to learn more about recommended screenings.



WALK-IN CONTRACEPTIVE SERVICES

DHA offers walk-in contraceptive services at various MTFs but check to see if a referral is needed. For specific times and locations, please visit your respective MTF website.

If you require contraceptive services outside of walk-in hours, call to make an appointment.

At every pharmacy, Plan B is available as a no-cost, over-the-counter walk-in pharmacy item.



Women's Health
Services in the
Military Health System

LABOR AND DELIVERY

Labor and Delivery services are available at Misawa, Yokota, USNH Yokosuka, BHC Iwakuni, and USNH Okinawa. As soon as you think you may be pregnant, we recommend making an appointment with your PCMH provider.

Labor & Delivery Contact Information:

Misawa: (DSN) 315-243-8747

USNH Yokosuka: (DSN) 315-243-5311

USNH Okinawa: (DSN) 315-646-7436

BHC Iwakuni: (DSN) 315-255-8251

Yokota: (DSN) 315-225-3636



NEONATAL INTENSIVE CARE UNIT (NICU)

USNH Okinawa has a level 2 NICU that provides specialty care to premature infants 23 weeks and older that do not require surgical intervention. There are 4 neonatologists, 18 registered nurses, and 12 medical technicians working collaboratively as the sole military medical treatment facility NICU the region.

Contact:

(DSN) 315-646-7111

(Japan) 098-971-7111



MOBILE APPS

Mobile apps are a convenient way for service members, veterans, and their families to get information and support for a variety of women's health issues.

Decide & Be Ready



This interactive app provides information about different birth control options for service members. Download today on your mobile device.

Deployment Readiness Education for Servicewomen



This app provides a one-stop resource for women's health concerns before, during, and after deployment.

STORK'S NEST: USNH Okinawa

Temporary Lodging for High-Risk Pregnancies

The Stork's Nest provides temporary, space-available lodging for obstetric beneficiaries transferred to U.S. Naval Hospital (USNH) Okinawa, the only MTF in Japan with a NICU, located onboard Camp Foster, for high-risk pregnancy care, labor, and delivery. Located in Building 971 (directly across the parking lot from the hospital), it offers private rooms with a queen bed, sofa, kitchenette, refrigerator/microwave, private bathroom, TV, and free laundry facilities. It is maintained by the West Pac Inn (The Inns of the Corps), which is where patients must check in. It is not a patient-care facility. For more information about the Stork's Nest, click [here](#) to visit their [website](#) or [here](#) for a [PDF guide](#).



ELIGIBILITY

Active-duty service members or their dependents who are:

- Outpatient OB patients transferred to USNH Okinawa for high-risk pregnancy care, and
- Able to care for themselves independently

COST & HOW TO ACCESS

Considered TAD lodging with per diem rate set by the DTS/Travel office. Your case manager is the point of contact and will coordinate arrangements and DTS upon eligibility determination.

IMPORTANT TO KNOW

- **Medical Care:** Upon acceptance to the Stork's Nest, initial appointments will be scheduled.
- **Meals:** Rooms have a kitchenette and there are several restaurants located nearby on Camp Foster. Patients may also eat at the hospital galley (payment is credit-card only).
- **Occupancy:** Maximum 3 occupants or 2 adults per room. Family may visit but cannot exceed occupancy limits. No pets.
- **Childcare:** USNH Okinawa does not provide childcare. Patients must have a family care plan or alternate arrangements for siblings during labor, delivery, or any time the beneficiary is unavailable.
- **Schooling:** Children of Stork's Nest residents are not eligible to attend Okinawa DoWEA schools; DoWEA recommends keeping children enrolled at their current school.
- **Housekeeping:** The West Pac Inn provides weekly housekeeping with daily cleaning the resident's responsibility.

TYPHOON SEASON GUIDANCE (JUNE 1-NOVEMBER 30)

At Tropical Cyclone Condition of Readiness (TCCOR) 1C, patients 37+ weeks (singleton), 35+ weeks (twins), or otherwise designated high-risk are advised to shelter in place at the hospital. Cots and air mattresses are available to check out. Plan ahead and bring medications, a hospital bag, credit card (hospital galley is credit-card only), chargers, toiletries, and comfort items.



KEY CONTACTS:

Inns of the Corps (check-in/lodging):

(DSN) 315-645-2455/(Japan) 098-970-2455/(U.S.) +81-98-970-2455

USNH Okinawa OB/GYN Clinic:

(DSN) 315-646-7267/(Japan) 098-971-7250

Mother Infant Care Center (MICC)/Labor and Delivery:

(DSN) 315-646-9355 (WELL), option 8, option 2 /(Japan) 098-971-7436

USNH Okinawa Quarterdeck:

(Japan) 098-971-7555

REGISTERING THE BIRTH OF YOUR NEWBORN

Welcoming a baby while stationed in Japan involves several administrative steps to make your child's status official. The process spans multiple offices and agencies but tackling it in order will help ensure nothing falls through the cracks.

Below is a streamlined overview of the registration process at MTFs in Japan.



Six Key Steps

1. **Hospital Birth Certificate.** Visit the Birth Registration Section at Patient Administration to complete paperwork for an unofficial hospital birth certificate. The certificate takes about one week to receive.
2. **Update Personnel Records.** See your Command Pay and Personnel Administrator (CPPA) to update Page 2 and register your baby in DEERS within 120 days from birth. Shipboard single or dual-military parents should also visit their command for a Child Care Certificate.
3. **TRICARE Enrollment.** After registering with DEERS, your child is automatically enrolled in TRICARE Select Overseas. You have 90 days from this automatic enrollment to change to TRICARE Prime Overseas or TRICARE Prime Remote Overseas, if available and command-sponsored, by calling the TRICARE Overseas office at 0120-983990 or +(65) 6339-2676.
4. **Consular Report of Birth Abroad (CRBA) & Tourist Passport.** Schedule an appointment through the U.S. Embassy Tokyo at jp.usembassy.gov. If applying for a tourist passport along with the CRBA, a \$135 passport fee must be paid via pay.gov using a foreign address.
5. **No-Fee Passport.** If staying in Japan longer than six months, pick up an application packet from your local passport office. Processing takes 3–6 months.
6. **Command Sponsorship.** Follow military Service guidelines and complete the paperwork required by your unit. Children of dual-military parents or command-sponsored spouses are sponsored automatically. Single military parents must initiate requests through their chain of command no later than 90 days after birth.

Required Documents

Bring originals plus one photocopy of each:

- Completed eCRBA application (DS-2029), filed and paid online
- DS-11 passport application, completed online, printed single-sided, unsigned (enter "000-00-0000" for the SSN)
- Signed SSN declaration stating your child has never been issued a Social Security number
- Child's original hospital birth certificate
- Parents' original marriage certificate (U.S., Japanese with translation, or Koseki with translation)
- Proof of U.S. citizenship for each U.S. citizen parent (passport, birth certificate, naturalization certificate, etc.)
- Each parent's ID (passport, military ID, or U.S. driver's license)
- Proof of termination of any prior marriages, if applicable
- Evidence of physical presence in the U.S. (see jp.usembassy.gov for examples)
- One 2"x2" color passport photo on a white background, stapled at the corners to the application
- A self-addressed MPS envelope (9½"x 12⅝" or 10"x15")



Birth Registration Offices

USNH Yokosuka: (DSN) 315-243-5252

USNH Okinawa: (DSN) 315-646-7689

Misawa: (DSN) 315-226-6978

Yokota: (DSN) 315-225-7268

NEED LAB OR IMAGING? HERE'S WHAT TO DO

LABORATORY

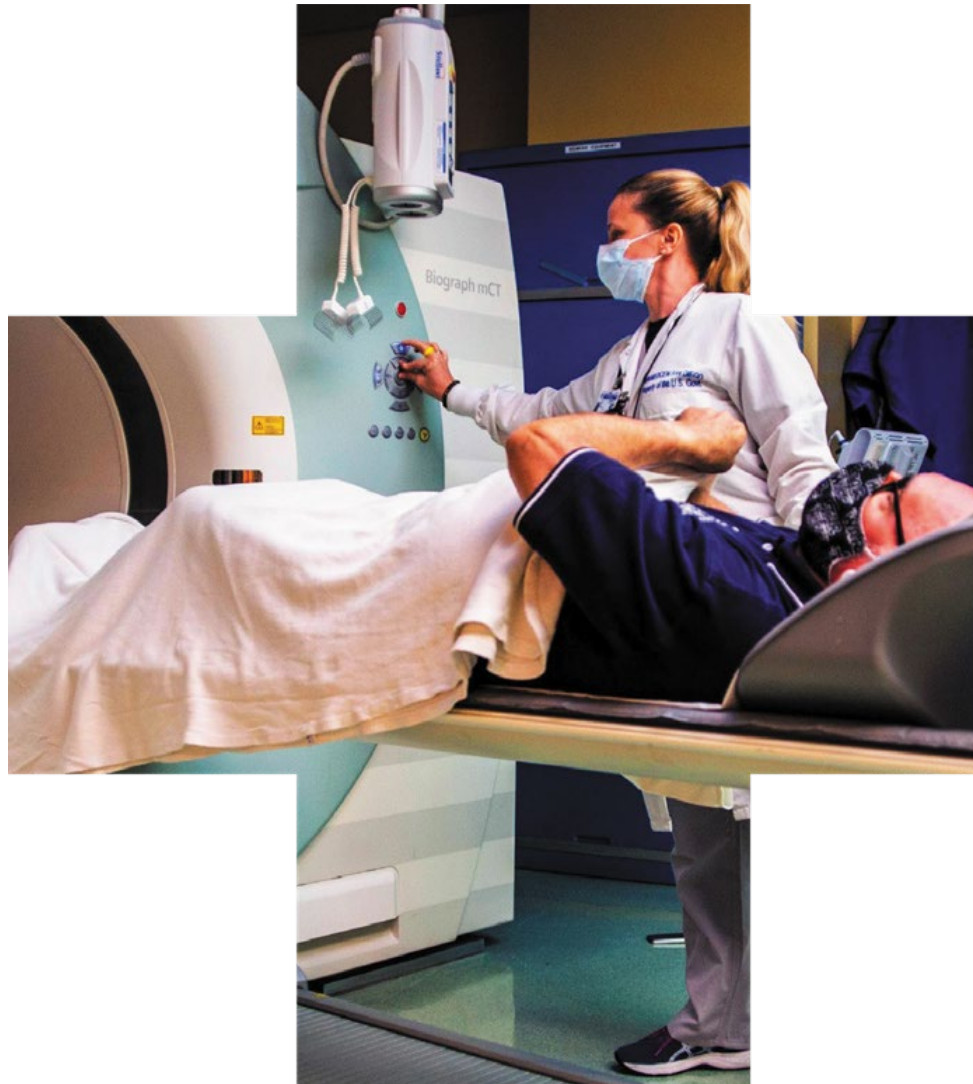
MTF labs offer a broad range of laboratory testing and accept orders from any MTF provider. However, there are some lab orders that require you to have an appointment, special timing, or certain preparations prior to visiting. If you are uncertain about your lab order, call the lab where you plan to do your test to check any requirements. Please follow any instructions provided to you by your provider and call your local MTF lab for any questions regarding your upcoming test.

Laboratory orders must come from a credentialed provider, and we cannot accept outside orders. [Visit TRICARE](#) to learn more about our lab services offered at each DHA facility.

RADIOLOGY

There are multiple facilities that offer imaging services to fit your needs. X-rays are generally performed on a walk-in basis without needing an appointment. However, you will need an appointment for all CT, MRI, Ultrasound, *Mammography, Fluoroscopy, and Nuclear Medicine exams.

If you have questions about your exam or appointment, please call the radiology department you're visiting prior to your appointment. Each of our MTF websites also provides information about our radiology services and the phone number to schedule your exam.



Appointments can be scheduled by calling your desired Radiology location today! See pages 6-7 for a listing of MTF locations and visit their website for Radiology phone numbers.

***You can now schedule your routine screening mammogram without a provider's order.**



Radiology

As a TRICARE beneficiary, we are here to provide for your radiology needs.

Misawa

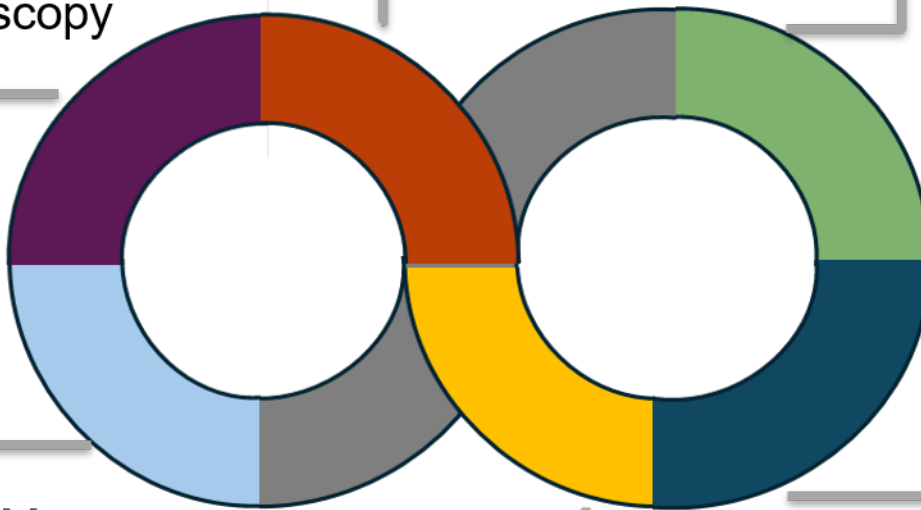
X-Ray, Mammography,
Computed Tomography
(CT), Ultrasound,
Fluoroscopy

Kadena

X-Ray

Yokota

X-Ray, CT,
Ultrasound,
Mammography,
Fluoroscopy



USNH Okinawa

X-Ray, CT,
Ultrasound,
MRI,
Mammography,
Fluoroscopy,
Nuclear
Medicine

Camp Zama

X-Ray

USNH Yokosuka

X-Ray,
Ultrasound,
Mammography,
Fluoroscopy,
Computed
Tomography

Simplify Your Pharmacy Experience

ACTIVATE A NEW PRESCRIPTION

Skip the line before coming to the pharmacy with ***Q-Anywhere**.

Otherwise, to activate a new prescription, you can call your local pharmacy or pull a ticket inside the pharmacy.

REFILL YOUR PRESCRIPTION

You can request a prescription refill within your MHS GENESIS Patient Portal or by calling the Prescription Refill Phone Line at your MTF. Make sure you have the patient's ID number and the refill prescription number available when calling.

PICKING UP MEDICATIONS

You will be notified when your prescription is ready for pick-up. Once received, check in at the kiosk located inside your pharmacy.

DHA has a network of pharmacies that are honored to serve you. To learn more, scan the QR code to the right or visit the [TRICARE MTF Locator](#) site.



***Unable to use Q-Anywhere?** Feel free to stop by our pharmacy locations in person and check-in at the kiosk or call the pharmacy directly. Pharmacy contact information can be found using the above TRICARE MTF Locator QR code.

Prescriptions When You Need Them

ACTIVATE A NEW OR RENEWAL RX



Camp Zama:

<https://cxmlink.com/MTF2133>
or call 046-816-4689 or (DSN)
315-243-4689

USNH Okinawa:

<https://cxmlink.com/MTF1974>
USNH Yokosuka:
<https://cxmlink.com/DHMTF1524>

BHC Iwakuni:

<https://cxmlink.com/DHMTF1514>

Kadena:

<https://cxmlink.com/MTF2234>

Misawa:

<https://cxmlink.com/MTF2333>

REFILL RX



MHS GENESIS PATIENT PORTAL

You can now request refills online! Log in to the [MHS GENESIS Patient Portal](#) and navigate to the Rx Refills tab. Select “Refill Now” on your prescription. Ensure you select your current MTF.

Kadena: (DSN) 315-646-7999

Off-base dial +81-98-960-4817, Option 4, then follow prompts to pharmacy refill extension

Camp Zama: 046-816-4689 or (DSN) 315-243-4689

Misawa: (DSN) 315-226-6194 or 1-833-484-1199

Yokota: (DSN) 315-225-6356 or (Japan) 042-552-2510, Ext 56386 or (U.S. cell phone) 011-81-42-552-2510, Ext 56386

USNH Okinawa: 098-971-9355 (or 315-646-WELL from a DSN line), Option 7, Option 1

USNH Yokosuka: (DSN) 315-243-4689
Off-base: 046-816-4689

BHC Iwakuni: (DSN) 315-243-4689

BHC Atsugi: (DSN) 315-243-4687 or (Japan) 046-816-4689

BHC Sasebo: (DSN) 315-252-4689 or (Japan) 046-816-4689 or (U.S. cell phone)+81-46-816-4689

HAVE YOUR REFILL DELIVERED

EXPRESS SCRIPTS

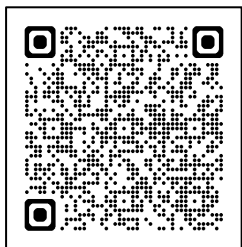
Want your prescriptions mailed to you?

[Create an Express Scripts®](#) account and ask your U.S.-licensed provider to submit your prescription electronically to Express Scripts. Orders are shipped free. You can also register by downloading the Express Scripts app. To learn more, go to page 30.



EXPRESS SCRIPTS®

Q-Anywhere



USNH
Yokosuka



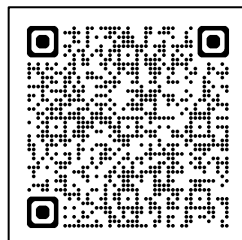
Misawa



USNH
Okinawa



Camp
Zama



BHC
Iwakuni



Kadena

Express Scripts®

SKIP THE LINE!

Want your prescriptions mailed to you? [Create an Express Scripts® account](#) and ask your provider to submit your prescription electronically to Express Scripts Pharmacy and get your prescription with free shipping. You also can register by using the Express Scripts app. To view current coverages, prices, and fill locations for medications, visit the [TRICARE Formulary Search](#).

Scan the QR code to create an account



BENEFICIARY TEXT SERVICES

- You can also register by using the Express Scripts app
- With FREE standard shipping
- Ask your provider today to submit your prescription electronically to Express Scripts Pharmacy

\$0 COPAY FOR ACTIVE DUTY

- Copays for all others depends on type of medication
- See [TRICARE Copay Information](#)

90-DAY MEDICATION SUPPLY COSTS FOR HOME DELIVERY

Generic — \$14

Brand — \$44

Non-formulary — \$85
(TRICARE specialty medication)

All DOW personnel and their family members can fill prescriptions at military pharmacies if they have a prescription in English from a provider licensed in the U.S.

You can only use TRICARE Pharmacy Home Delivery if you have an APO/FPO/DPO address.

If you use a Japanese pharmacy, you'll need to pay the costs up front. To get reimbursed, you'll need to file claims with the contractor.

Specialty Care

MTFs in Japan offer a range of specialty care, though services can vary by location, and some specialties may be offered only during periodic visits from “circuit rider” providers, via virtual visits, or on a space-available basis. Availability can also change based on staffing and resources, and some services may be limited to active-duty patients. Your care team will guide referrals based on current availability. For the most up-to-date information or help coordinating your care, please contact your local military medical treatment facility or use the MHS GENESIS Patient Portal.

MEDICAL SUBSPECIALTIES

- Allergy & Immunology (3, 4, 5)
- Audiology (1, 2, 3, 5, 7)
- Blood Donor Center (1,2)
- Critical Care (1)
- Developmental Pediatrics (1, 3, 5)
- Dermatology (1, 2, 4, 5, 7)
- Diabetes (3)
- Emergency Medicine (1, 2, 4)
- Family Medicine (All)
- Gastroenterology (1)
- General Surgery (1, 2, 4, 5)
- Licensed Clinical Social Work (1, 2, 3, 4, 5, 9)
- Immunizations (All)
- Infectious Disease (1, 4)
- Internal Medicine (1, 2, 3, 4, 5, 7)
- Neonatology (1)
- Neurology (1, 2, 4, 7)
- Nutrition (1, 2, 4, 5, 7)
- OB/GYN (All)
- Occupational Therapy (1, 2, 4, 7)
- Ophthalmology (1, 2, 4)
- Optometry (All)
- Orthopedics (1, 2, 4, 5, 7)
- Otolaryngology (1, 2, 4, 5, 7)
- Pain Management (1, 4)
- Pathology (1, 2, 4)
- Pediatrics (1, 2, 3, 4, 5, 7)
- Physical Therapy (1, 2, 4, 5, 6, 7, 9)
- Podiatry (1, 2)
- Psychiatry (1-5, 7)
- Psychology (1-7, 9)
- Pulmonology (1)
- Respiratory Care (1, 2)
- Sleep Medicine (1)
- Speech Pathology (1, 4)
- Substance Abuse (1, 3, 4, 9)
- Urology (1, 2, 4, 7)

SURGICAL SPECIALTIES

- General Surgery (1, 2, 4, 5)
- Gynecologic Surgery (1, 2, 4, 5)
- Neurosurgery (1)
- Ophthalmology (1, 2, 4)
- Oral Maxillofacial Surgery (1, 2, 4, 7)
- Orthopedic Surgery (1, 2, 4, 5)
- Otolaryngology (1, 2, 4, 5)
- Podiatric Surgery (2)
- Trauma Surgery (1)
- Urology (1, 2, 4)



1 = USNH Okinawa | 2 = USNH Yokosuka | 3 = 18 MDG (Kadena) | 4 = 35 MDG (Misawa) | 5 = 374 MDG (Yokota) | 6 = BG Crawford F. Sams AHC (Camp Zama) | 7 = BHC Iwakuni | 8 = BHC Atsugi | 9 = BHC Sasebo



COMMUNICATING WITH YOUR PROVIDER

You can confidentially communicate with your medical and surgical subspecialty providers via the [MHS GENESIS Patient Portal](#)

Pediatric Screening Guidelines



2-3 DAYS

- Well-baby exam*

2 WEEKS

- Well-baby exam*
- Maternal Post-Partum depression screen

2,4 & 6 MONTHS

- Well-baby exam*
- Scheduled immunizations**
- Maternal depression screen

9 MONTHS

- Well-baby exam*

12 MONTHS

- Well-baby exam*
- Scheduled immunizations**
- Anemia and lead screen (blood test)

15 & 18 MONTHS

- Well-baby exam*
- Scheduled immunizations**

24 MONTHS

- Well-baby exam*
- Scheduled immunizations**

3-10 YEARS

- Annual physical*
- Scheduled immunizations**

11 YEARS & OLDER

- Annual physical*
- Cholesterol check (9-11 yrs & 17 yrs)
- Scheduled immunizations**

*Age-appropriate developmental/behavioral screening

**Per CDC guidance. Learn more at <https://www.cdc.gov/vaccines/imz-schedules/child-easyread.html>.

- **Vision:** Recommended yearly at ages 3-10 (except ages 7 and 9 unless there are concerns.)
- **Hearing:** Recommended at ages 4, 5, 6, 8, 10, and once between 11-14, 15

Adult Immunization Guidelines*

COVID-19

Talk to your provider about whether this vaccine is right for you

Influenza (flu)

Recommended annually

Human Papilloma Virus (HPV)

If childhood series not completed, recommended for ages 18-26; for those 27-45, consult with your provider

Meningococcal (MenACWY)

Prior to college or residential living; some colleges require meningitis B vaccine

Pneumococcal (PPSV23 or PCV20 alone)

At age 50 or age 19-64 years with certain underlying medical conditions or tobacco users

Tetanus (Td/Tdap)

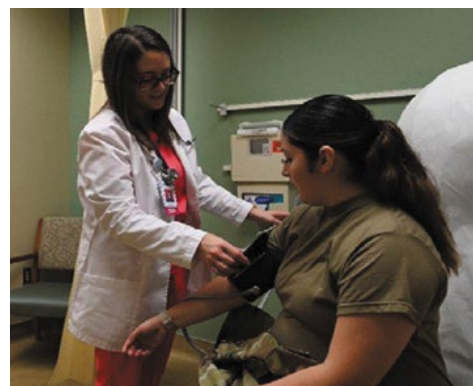
Every 10 years

Respiratory Syncytial Virus (RSV)

Recommended during weeks 32-36 of pregnancy and adults 60 years and older; discuss with your PCM

Shingles (Herpes Zoster)

Can be considered at age 50 but should be discussed with your provider



RECOMMENDATIONS BY AGE AND YEAR

Talk with your provider about which vaccines are recommended for you and your family.

*For more information or additional adult vaccination recommendations, you can also visit the CDC at: www.cdc.gov.



Medical and Dental Readiness

Active-duty service member readiness services are available at many locations in Japan. Medical readiness and dental clinics are dedicated to service member health screening requirements. They specialize in completing Periodic Health Assessments (PHA), Separation History and Physical Exams (SHPE), deployment screenings and Overseas Screening (OSS). All of them are able to certify you for in/out processing. Please see the list below for locations and contact information. Service members are required to be seen at their assigned location.

MEDICAL READINESS

35th Medical Group

Hearing Conservation Program
(U.S.) 011-81-176-77-6116
(Japan) 0176-77-6116
(DSN) 315-226-6116

374th Medical Group

Public Health & Hearing Conservation Program
(DSN) 315-225-5311/5632
(Japan) 042-552-5311
(U.S.) 011-81-425-22-5311
Base Operational Medical Clinic
(DSN) 315-225-6331
Flight Operational Medicine Flight
(DSN) 315-225-5202

Medical Department Activity-Japan (MEDDAC-J)

(DSN) 315-263-3339
(Japan) 046-407-3339

Combined Arms Training Center, Camp Fuji

Front Desk (DSN) 315-224-8338

MCAS Futenma

(DSN) 315-646-9355, option 3, option 1, option 5

Camp Hansen

(DSN) 315-646-9355, option 3, option 1, option 4

Camp Schwab

(DSN) 315-646-9355, option 3,
option 1, option 6

DENTAL READINESS

18th Medical Group (Kadena)

(DSN) 315-630-4817
(U.S.) 011-81-98-960-4817

35th Medical Group (Misawa)

(U.S.) 011-81-176-77-6700
(Japan) 0176-77-6700
(DSN) 315-226-6700

374th Medical Group (Yokota)

(DSN) 315-225-8864
(Japan) +81-42-552-2510 ext 58864
Oral and Maxillofacial Surgery (DSN) 315-225-8864, ext.
58864, opt. 2, 2

Camp Zama

(DSN) 315-263-4603
(Japan) 046-407-4603

Torii Station (Okinawa)

(DSN) 315-652-4370/4432
(Japan) 098-962-4370

Navy Dental Clinic Locations (Yokosuka)

Main Dental (USNH Yokosuka)

(DSN) 315-243-8808

Fleet Dental

(DSN) 315-243-7963/7694

Atsugi Dental

(DSN) 315-264-3612

Sasebo Dental

(DSN) 315-252-3747

Navy Dental Clinic Locations (Okinawa)

Branch Dental Clinic Schwab

(DSN) 315-625-2603

Drinkhouse Dental Clinic (Camp Hansen)

(DSN) 315-646-9355, option 3, option 2, option 4

Bush Dental Clinic (Camp Courtney)

(DSN) 315-622-7539/7569

Evans Dental Clinic (Camp Foster)

(DSN) 315-646-9355, option 3, option 2, option 3

U.S. Naval Hospital Dental Clinic (Camp Foster)

(DSN) 315-646-7862

MCAS Futenma Dental Clinic

(DSN) 315-646-9355, option 3, option 2, option 5

Branch Dental Clinic Kinser

(DSN) 315-637-2828

*Off base: Dial 098-938-1111. After dial tone, dial the DSN.

Other Resources



EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)

EFMP is a mandatory enrollment program designed to support military families with special medical or educational needs. EFMP ensures that family members' needs are considered during the assignment process and provides access to resources, advocacy, and support services. Families enrolled in EFMP should maintain regular communication with their service-specific EFMP office to stay informed about program requirements, updates, and available resources.

Misawa:

- (DSN) 315-226-6371/6222
- usaf.misawa.35-mdg.mbx.efmpm@health.mil

Yokota:

- (DSN) 315-225-8730 / 6233
- usaf.yokota.374-mdg.mbx.yokota-efmpm@health.mil

Camp Zama:

- (DSN) 315-263-8643
- usarmy.zama.medcom-cfshc.mbx.meddac-j-efmp@health.mil

Kadena:

- (DSN) 315-630-0150/4781
- usaf.kadena.18-mdg.mbx.efmp@health.mil

USNH Yokosuka:

- (DSN) 315-243-5349/(U.S. cell phone) 011-81-46-816-5349
- usn.yokosuka.navhosp.yokosukaja.list.nh-yokosuka-efmp@health.mil

BHC Iwakuni (Navy Liaison):

- (DSN) 315-255-8081/(Japan) 082-794-8081
- **Iwakuni (Marine Corps Community Services):**
- (DSN) 315-253-6219
- SMBIwakuniEFMP@usmc.mil

Okinawa (MCCS, Camp Foster):

- (U.S. cell phone) 011-81-98-970-9237
- EFMP@okinawa.usmc-mccs.org

WHAT IS THE VIPRR CLINIC?

The Virtually Integrated Patient Readiness & Remote Care (VIPRR) clinic provides support for units with limited resources for completed the annual Periodic Health Assessment (PHA), Post Development Health Assessments (PDHA), and Post Deployment Health Reassessments (PDHRA). Please check for your unit eligibility



U.S. AIR FORCE CONNECT APP 18TH MEDICAL GROUP

The official app of the United States Air Force. Air Force Connect has everything you need to stay in touch and up to date with the Air Force. Features include Notifications, News, Directory, Facebook, Twitter, and more. Download and connect to 18th Medical Group.



Educational and Developmental Intervention Services (EDIS)

The mission of EDIS is to maximize the potential of children who are identified or at risk for delays and provide strategies to assist in their development and independence. EDIS promotes family-based care, closely involving families in the development of service plans. The staff of EDIS comes from a variety of fields to include: physical therapy, occupational therapy, speech-language pathology, psychology, and early childhood special education. There are two programs within EDIS: Early Intervention, for children from birth to age 3, and Related Services as part of the DoWEA schools, for students from ages 3 to 22. Services are provided in the least-restrictive environment; natural environment (i.e., home, CDC, etc.) for Early Intervention and in the school for Related Services.

EDIS Okinawa

Front Desk: (DSN) 315-634-2747/2740 or 098-938-1111-634-2747/2740

Location: Building 9497, Kadena Air Base, 1st floor of DoDEA School District Office, behind Kadena High School

Hours: Monday-Friday, 8 a.m.-4:30 p.m.

EDIS Japan Regional Office (Yokosuka)

Front Desk: (DSN) 315-243-7260

Location: Fleet Activities Yokosuka, 2nd Floor of The Sullivans Elementary School

Hours: Monday-Friday, 8 a.m.-4 p.m.

EDIS Divisions

Atsugi: (DSN) 315-262-6145

Iwakuni: (DSN) 315-253-4562

Misawa: (DSN) 315-226-9039

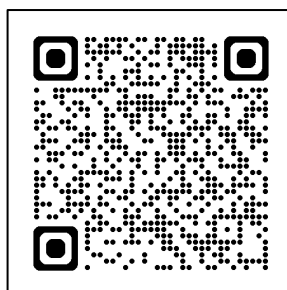
Sasebo: (DSN) 315-252-8705

Yokosuka: (DSN) 315-243-7260

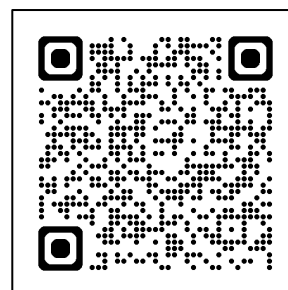
Yokota: (DSN) 315-225-9993



For more information about EDIS services on mainland Japan:



For more information about EDIS services on Okinawa:



Health Maintenance

Your providers care about you and your loved ones' health! The right plan for your care may differ—make sure you communicate with your care team to find what's right for you. The following guidelines apply to healthy adults in the general population on suggested medical activities and screenings.

CHRONIC CONDITION SCREENING GUIDELINES

Abdominal Aortic Aneurysm

- Males aged 65-75 who ever smoked should consider a one-time ultrasound
- Requires abdominal US order for scanning performed in radiology via scheduling

Depression

- Will be screened at most appointments; please report symptoms at any healthcare appointment
- See resources listed in this book

Diabetes

- Screening HbA1C lab for ages 35-70 with risk factors (overweight, family history, diabetes during pregnancy, polycystic ovarian syndrome)
- Testing is generally every 3 years
- Requires a lab order; most labs are drawn on a walk-in basis

Hypertension

- Annual blood pressure starting at age 18 with risk factors
- Every 3-5 years for ages 18-39 without risk factors
- Annually starting at 40

Osteoporosis

- Bone density testing to prevent fractures is recommended for postmenopausal women and all women starting at age 65
- Bone density testing is performed every 4-8 years depending on prior results and treatment
- Requires DEXA order from your PCM or Women's Health Team

Cardiovascular Disease

- USPSTF does not have age related recommendations
- Several tests (EKG to cholesterol labs to imaging) are available. Talk with your provider about your risk level or symptoms to determine if screening is appropriate for you.
- There is potential benefit for checking cholesterol level once for males at age 35 and females at age 45 regardless of risk factors.
- There is potential benefit for checking cholesterol levels for those with risk factors (high blood pressure, diabetes, smoking history and family history) in males 25-30 and females 30-35.

CANCER SCREENING

Breast Cancer

- Screening mammography every 1-2 years based on your healthcare provider's recommendation
- Orders and referrals are not needed for screening mammograms
- Mammograms can be scheduled on your own or in some locations are available on a walk-in basis

Cervical Cancer

- Pap tests recommended every 3 years age 21-29 (unless abnormal)
- Pap tests recommended every 5 years age 30-65 with negative HPV testing
- After age 65 or after hysterectomy discuss your needs with your provider
- Schedule testing with your PCM or Women's Health Team

Colorectal Cancer

- Start screening at age 45; you have multiple options
- FIT testing is the preferred non-invasive approach for screening for those with no disqualifying conditions or medical history
- Colonoscopy every 10 years, referral to GI required
- Flexible sigmoidoscopy every 5 years is an option, referral required
- FIT kit every 1 year, lab order from your PCM or provider
- FIT-DNA every 1-3 years, lab order from your PCM or provider

Lung Cancer

- Recommended for those age 50-80 who have smoked 20 pack-years (1 pack per day for 20 years or 2 packs per day for 10 years), talk to your provider
- Requires low dose CT order for scanning performed in Radiology

Oral Cancer

- Oral and pharyngeal cancers should be screened for annually starting around age 18
- If using tobacco products, screening should begin at the age of first use

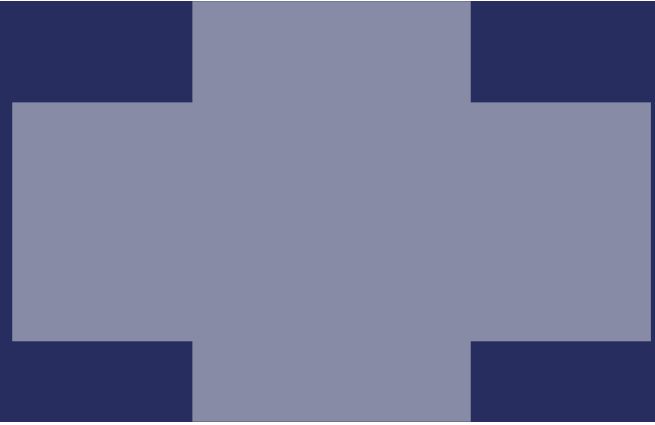
Prostate Cancer

- Consider testing between ages 55 and 69
- Risk based decision in discussion with provider or starting at age 40 for men of African descent or with prostate cancer in a primary relative

Skin Cancer

- Annual full-body skin exam starting at age 50 with risk factors A referral is required if you need to see a dermatologist

Preparing for Your Visit



Know Before You Go

A FRIEND OR FAMILY MEMBER

After checking your facility's current visitation policy, consider bringing someone with you who can provide moral support and help advocate for you. You can request a medical chaperone at any time during your exam.

ACCOMMODATIONS

If you need interpreter services or sign language, please contact the Patient Advocate to assist with arrangements before your appointment.

LIST OF QUESTIONS

Come to your visit with a list of prioritized questions for your provider. This will optimize your time and ensure you leave with all of your most important questions answered. You can use the Discussion Guide on page 41 of this document.

PERSONAL IDENTIFICATION

Bring your government-issued photo ID and your military ID.

MEDICAL & IMMUNIZATION RECORDS

Bring any important medical records you have from your previous healthcare provider.

Also bring any recent records from civilian providers to review with your care team. Having a summary document with health history including chronic conditions, medications, immunizations and previous illnesses or surgeries will help guide the conversation with your new provider.

PRESCRIPTIONS

It is helpful to have either your prescription bottles with you, or a list of prescriptions and dosage information at your appointment, including any over-the-counter vitamins or supplements you are taking. Be sure to tell your provider if you have changed prescriptions or dosage.

3rd PARTY INSURANCE INFORMATION

If you have [third party insurance other than TRICARE](#), verification is required at every visit.

Visit each military medical treatment facility's website prior to your appointment to review any recent information or changes. Plan ahead to ensure you arrive in plenty of time to get on base, park, and check-in on time for your appointment. Plan to arrive at the installation 45-60 minutes prior to your appointment in order to ensure you can get to your appointment 15-20 minutes before the scheduled time. Upon arrival to the clinic, check in at the front desk or kiosk and fill out any necessary paperwork prior to being seen. Please have your ID card ready. Requirements will vary by clinic and third-party insurance verification is always required.

Discussion Guide

Prompts to Improve the Conversation with Your Provider



The DHA Discussion Guide can help make your conversation with your provider more meaningful to get the most out of your visit. Use it to help communicate important information about your health.

BEFORE YOUR VISIT



For new patients to the MHS:

- Health history
- Medical records
- Medications and prescriptions
- Previous illnesses and surgeries
- Insurance information

For patients already in the MHS:

- Medications and prescriptions
- Third-party insurance
- Any major life changes that could affect your wellbeing

Prepare for your appointment:

- If you received a questionnaire via the patient portal, please complete before your visit.
- Write down and prioritize questions that you have and arrive with some talking points
- Have a list of your medications (including supplements) prepared and know what medications need refills so that you can ask for these during your appointment.
- **Arrive 15-20 minutes early** to your appointment to give you plenty of time to check in and allow for unpredictable delays, and help you feel less stressed or rushed.
- Arriving early will also allow you to have as much time as possible with your provider.

TELL YOUR PROVIDER

Any concerns, feelings, or questions you have about your health and care at this point?



Regarding your health, discuss:

- Progress you have made
- Pain, discomfort, or unusual feelings
- Changes to your environment
- Any potential risks
- Your long-term goals

Regarding your care, discuss:

- Tasks you have completed
- Plans or preferences for your care
- Timing and expectations
- Procedures, treatments, or tests
- People who support you

ASK YOUR PROVIDER

- What do I need to do and why?
- What can I expect going forward?
- What should I be aware of?
- Who can I contact with questions or concerns?
- What are the risks, benefits, and alternatives of the treatment?

Discussion Guide Notes

Prompts to Improve the Conversation with Your Provider

WRITE YOUR NOTES



YOUR PROVIDER WANTS TO HEAR FROM YOU

Collaborative care is the safest and most effective care.
Healing requires partnering with your provider. Clinics are “rank-free” zones.

When you receive your JOES survey, please complete it.

Please provide feedback on services via ICE:
<https://ice.disa.mil>



You may not be able to address everything on your list during a single appointment. Be sure to schedule a follow up appointment to ensure that all your concerns are addressed. It is not unusual to run out of time during an appointment; however, it is important that each issue is given appropriate time and scheduling another appointment is the best way to ensure that this occurs.





Patient Services

Whether you have questions about TRICARE, need help navigating your care, or want someone to advocate on your behalf, our dedicated teams are ready to assist. Here is a guide to our patient services and how they can help you.



TRICARE SERVICES

- Enrollments
- DEERS Inquiries
- Personnel movement- PCS, ETS, Retirement
- Deferred Dependents



BENEFICIARY COUNSELOR (BCAC)

- Claims/Insurance Questions
- Network Referrals
- TRICARE Benefits—Prime, Select, For Life, Remote, Plus
- Transitional Assistance



PATIENT ADVOCATE

- Patient Care Concerns
- Suggestions/ Compliments
- Network Health Care Feedback
- Health System Questions

- We operate in an integrated Military Health System for active-duty service members, retirees, and their families that combines the resources of the military's direct medical care system and our managed care support of purchased healthcare.



- For those medical records you can't access via MHS GENESIS, please see your MTF's Patient Administration Department (PAD), to include your teenager's medical records.

Rights and Responsibilities

As a patient in the Military Health System, you have rights and responsibilities concerning your healthcare.

PATIENT RIGHTS

- Care and treatment in a safe environment including having a chaperone present during exams & procedures.
- Accurate, easily understood information so you can make informed decisions about your diagnosis, treatment option, procedures, providers, and facilities. This includes providing information about risks and benefits of treatment in non-clinical terms (informed consent), if a clinical trial is available, and if you qualify to be in a research project.
- A choice of healthcare providers that ensures your access to high-quality healthcare in a timely fashion including specialty care. This includes inpatients transferring to other military hospitals and private sector hospitals and facilities.
- Emergency healthcare services when and where you need it. Coverage of emergency services is available without authorization.
- Fully participate in all decisions about your care. If you can't make your own decisions, you have the right to be represented by someone else. This could be a family member, healthcare power of attorney or conservator.
- Considerate, respectful care from all members of the healthcare system. This includes recognition of your personal dignity, belief systems and your psychosocial, spiritual, and cultural values.
- Communicate confidentially with your healthcare team and know your confidential information is protected by federal laws and regulations.
- Review, copy, and request amendments to your medical records.
- A fair and efficient process for resolving differences with your health plan & healthcare providers via Patient Relations.



Please submit an
Interactive Customer Experience (ICE) form
and select your specific MTF



PATIENT RESPONSIBILITIES

Maximize healthy habits. You should exercise, avoid smoking, and maintain a healthy diet.

Be involved in your healthcare. You should work with your medical and dental providers to develop and carry out treatment plans, share relevant and accurate information, and clearly communicate your wants and needs.

Learn about TRICARE health plans and coverage.

This includes learning:

- Qualifications for different TRICARE health plans and your costs with each plan
- Enrollment rules, including for TRICARE Open Season and Qualifying Life Events, like a birth, adoption, marriage, divorce, and death
- Rules regarding use of TRICARE network providers and non-network TRICARE-authorized providers
- Referral and authorization rules

Be respectful of healthcare workers and staff rights.

Follow military facility and clinic rules and regulations. Responsibly use the property and facilities.

Pay your applicable deductibles and cost sharing to your provider, hospital, pharmacy, or supplier. Follow the claims process and disputed claims process.

Disclose any other health insurance you may have to each provider, hospital, pharmacy, or supplier who takes care of you.

Cancel or rebook any appointment you can't make. Be on time for appointments. You are responsible for your actions if you refuse treatment or don't follow your provider's instructions.

You should report any suspicion of wrongdoing, fraud, or abuse to the appropriate resources or legal authorities.



Guidelines for Your Comfort & Safety



SPEAK WITH COURTESY AND RESPECT

Patients and visitors may not display behaviors or communication (written, verbal or electronic) that is aggressive, disrespectful, or inconsiderate. Unacceptable forms of communication include: harassing, offensive, or intimidating statements, shouting or yelling at patients or staff, threats of violence or destruction of property, or derogatory remarks based on race, color, religion, sex (including sexual orientation and pregnancy), and national origin.



BEHAVE RESPECTFULLY TOWARDS OTHERS

DHA follows a zero-tolerance policy for aggressive or violent behavior. Unacceptable behaviors include: physical assault, arson, inflicting bodily harm, throwing objects, making menacing gestures, hitting, kicking, biting, screaming, spitting, pushing, or any other behavior that is intimidating or harassing to staff or patients.



BE RESPECTFUL OF PROPERTY

Guests must be respectful and courteous of patients, facility staff and other people's property. Patients and visitors may not damage equipment or property nor climb on furniture. Parents or guardians must supervise their children at all times.



DRESS APPROPRIATELY

Please avoid wearing apparel that is overly revealing or has obscene language. All visitors are expected to be fully dressed including shirts and shoes at all times.



USE ELECTRONIC DEVICES COURTEOUSLY

Please be courteous with the use of your cell phone and other electronic devices. Headphones must be used when listening to music and speaker phone may not be used when taking phone calls. When interacting with any of our staff, please put your devices away. Set the ringer to vibrate before storing away. Photos, videos, and other recording devices are not permitted except by authorized personnel.



TOBACCO, ALCOHOL, ILLEGAL SUBSTANCES, AND WEAPONS

All DHA facilities are tobacco free, including cigarettes, cigars, e-cigarettes, and chewing tobacco. Designated smoking areas are available outside of the facility. Possession and use of illicit drugs and alcoholic beverages are not allowed. Firearms and dangerous weapons are illegal and prohibited, except for persons authorized to be in possession of the weapon while on duty. Any weapons are considered contraband and will be confiscated.



INFECTION PREVENTION PROTOCOLS

All patients and visitors will follow infection prevention protocols to help stop the spread of infectious diseases such as influenza (flu) and COVID-19. These protocols may include, but are not limited to: wearing a mask, washing hands regularly, and limiting movement outside of your assigned facility room. If you have a fever, cough, sore throat, congestion, body aches, loss of smell/taste, or diarrhea, please tell the front desk.

Japan Patient Guidebook



For suggestions and feedback on your guide, please send us an email at: dha.jblm.DHN-Indo-Pac.mbx.saco@health.mil