



# Civilian Healthcare Navigator Program

Interpreter Support Agreement with Zama General Hospital



Community Town Hall  
August 2023



# Background



- High levels of dissatisfaction with access to healthcare for DoD Civilians and their dependents, led to the search for solutions within the local community
- US Army Japan leadership made improving civilian healthcare one of their top priorities
- US Army Japan Surgeon team worked with legal teams from Defense Health Agency and US Army Japan to explore options
- Hiring an additional provider to provide care for our DoD Civilians and their dependents was not legally allowed
- We reached out to Zama General Hospital, 2 minutes from Camp Zama Front Gate, to seek a solution to facilitate DoD Civilian care at their hospital



# Background



- Most of our local hospitals have limited English language capability, as did Zama General Hospital, but the hospital CEO agreed to support visits from our patients if US Army Japan provided language support during the appointing process and the patient visit, to include translation of billing documents
- Memorandum of Understanding (MOU) was signed on 7 July 2023 between the US Army Japan Chief of Staff and the Zama General Hospital CEO to implement the Civilian Healthcare Navigator program
- This program will provide support to our DoD Civilian patients and their dependents who are not covered by Tricare Prime or Plus
- Program is staffed with 5 Host Nation Interpreter/ Translators.



# Implementation Timeline



- 1 August: first interpreter/translator started
- 10-31 August: Developed standard processes for the program
- 1 and 15 September: second and third interpreter/translators start
- 2 October: fourth interpreter/translator starts working (and fifth is in hiring process)
- 2 October: Phone lines open for first appointment calls (PHONE NUMBER WILL BE PUBLISHED THROUGH USARJ PAO)
- 2 October-31 December: support patients, request feedback from patients and Zama General staff members, and refine processes



Ms. Yonaha



Ms. Akutsu



Ms. Fukada



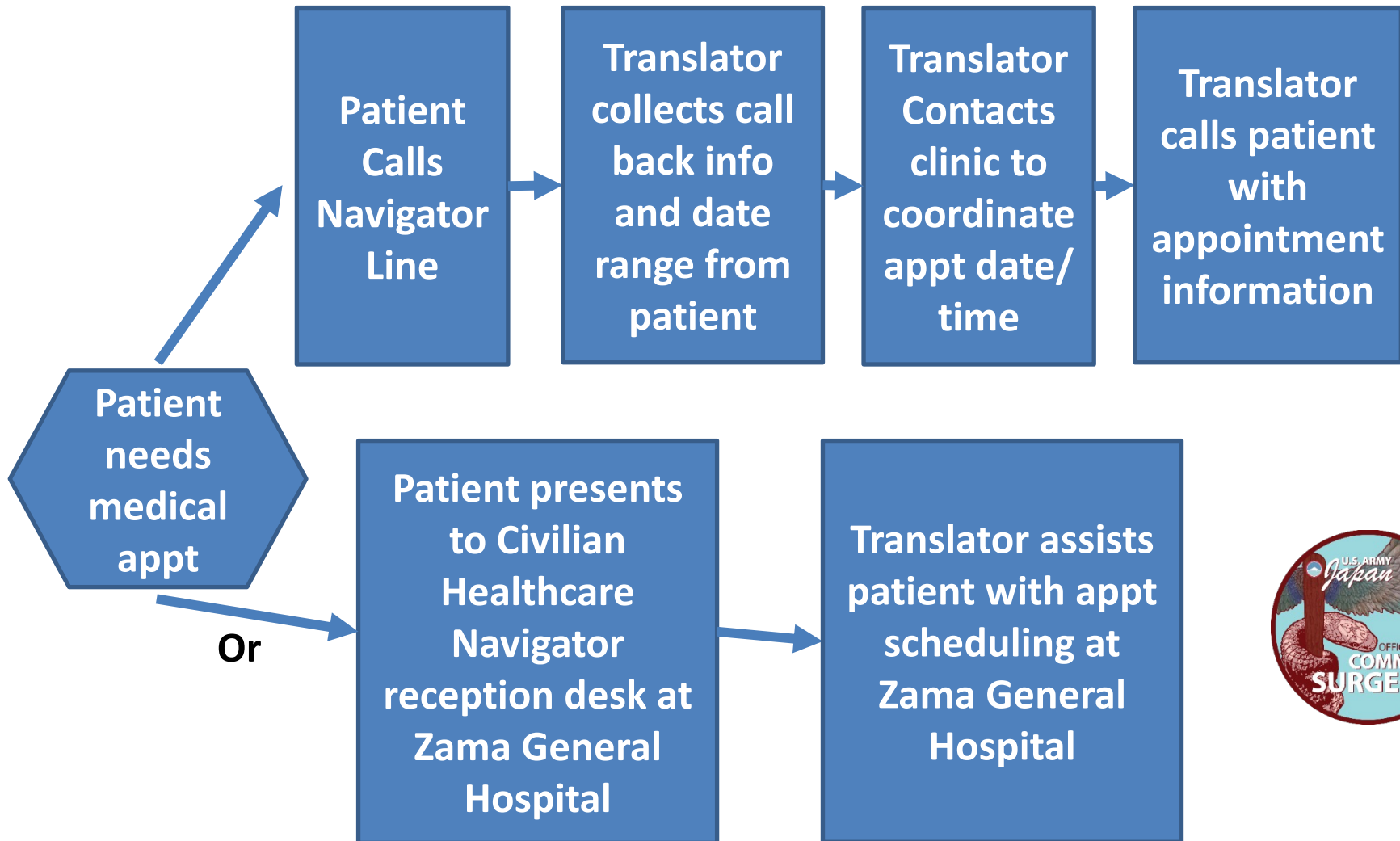
Ms. Sugimoto

# Civilian Healthcare Navigator Team

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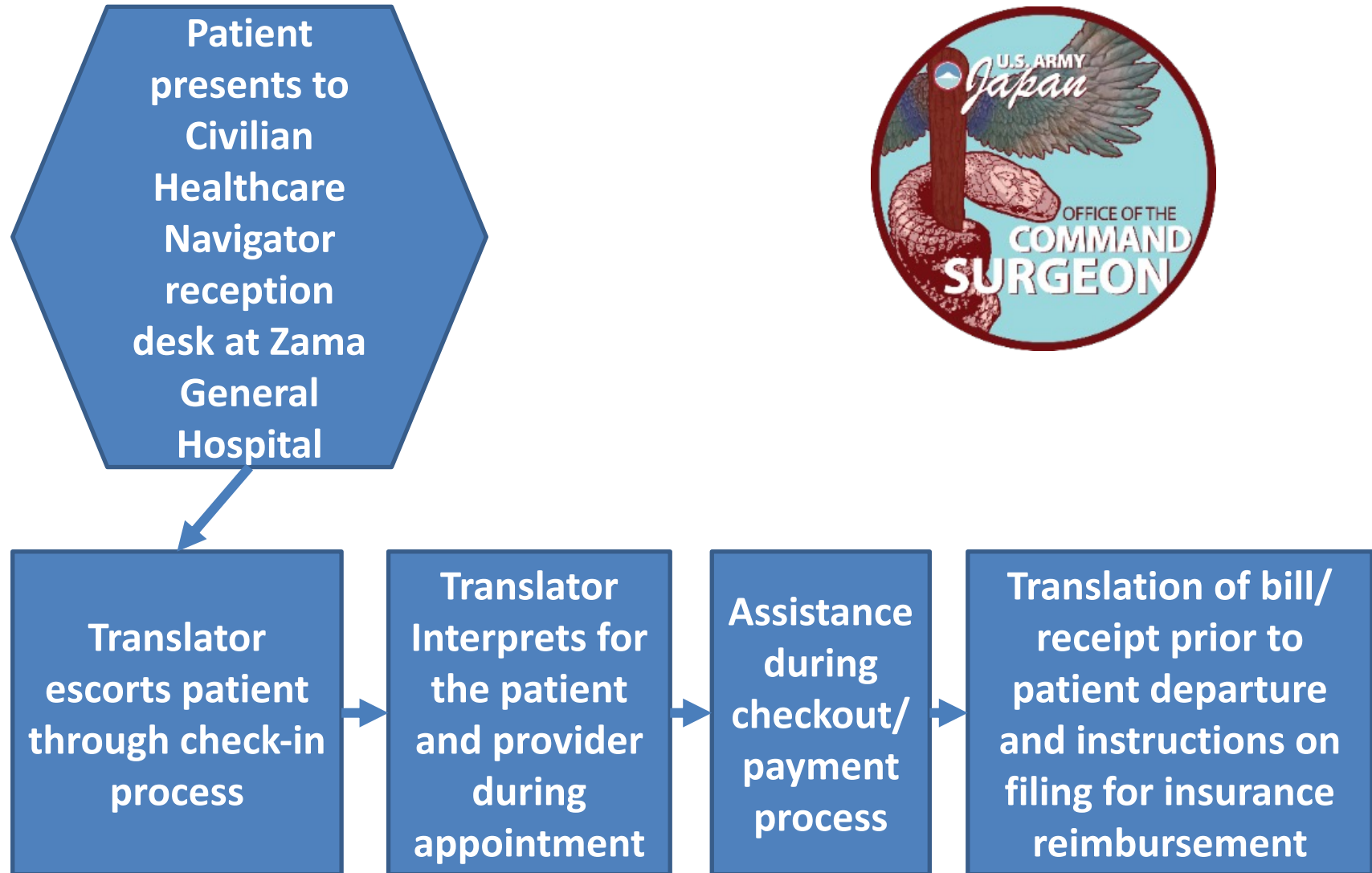


# Appointing Process





# Day of the visit process





# Services at Zama General Hospital



- Adult Primary Care
- Pediatrics
- Endocrinology (Diabetes specialists)
- Orthopedics
- Cardiology
- Neurology
- Rheumatology
- Joint Replacement
- General Surgery
- Gastroenterology
- Pulmonology
- Neurosurgery
- Dermatology
- Physical Therapy
- ENT
- Plastic Surgery
- Ophthalmology
- Urology
- Gynecology
- Pharmacy
- Lab
- Radiology (MRI/CT scan/X-ray)
- 4 Operating Rooms
- Inpatient ward for care as needed





# Referral options



- See a primary care physician at Zama General Hospital and get a referral from that physician to a specialist at Zama General Hospital or another hospital
- If you see a provider at BG Crawford Sams Army Health Clinic for a Space-Available appointment and that provider writes you a referral, you can get a copy of your referral from the BG Sams Clinic translator office and set up that appointment with Zama General Hospital through the Civilian Healthcare Navigator program



# Options for prescriptions



- Get them filled directly at Zama General Hospital
- Get a signed paper prescription from Zama General Hospital physician (legible, proper format, and a medication on the BG Sams formulary) and get the medication filled at the BG Sams pharmacy, and your prescription will be billed directly to your insurance



# Options for lab/x-ray



- If ordered by a BG Sams Clinic provider during a space-available appointment, can get them done at the BG Sams Clinic
- If ordered by a Zama General Hospital physician, must get them done at Zama General Hospital



U.S. ARMY

PACIFIC

# Estimation of prices at Zama General



## Medical expenses (own expenses) Rough Estimation list

※The table below is an approximation, and the cost varies depending on the individual's case

Medical Practices	Amounts
Initial consultation fee	¥3,000
Follow up visit fee	¥1,000
Blood collection test	¥6,000
Urinalysis	¥3,000
PCR inspection	¥10,000
PCR Antigen test	¥5,500
echo	¥10,000
X-ray (1 site)	¥3,000
MRI inspection	¥20,000
CT inspection	¥20,000
MRI Contrast examination	¥30,000
CT Contrast examination	¥30,000
Upper endoscopy	¥20,000
Lower endoscopy	¥30,000

※Note The content of the medical treatment will cost more depending on the examination items,  
the number of photographs, the location, etc.

Acceptable credit cards at our hospital

JCB



American Express



VISA

mastercard



MUFG CARD

UC



# Summary



- The Civilian Healthcare Navigator Program is for DoD Civilians and their dependents who are not covered under Tricare Prime or Plus
- The five translators selected have excellent English and Japanese speaking skills and love to help people
- We will be making improvements daily to make this program truly fit the needs of our community; your feedback will be critical
- Will require payment at the time of the visit. Translators will translate the receipt into English and provide instructions on filing for reimbursement
- This is a new venture and leaders from other military bases are watching to see how it works; it could be expanded to other bases



# Questions