

Brian Allgood Army Community Hospital



Patient Administration Division's Mission

Our mission is to provide expert patient administration services in support of patient care to the Eighth United States Army and all supported forces throughout the Korean Theater of Operations across the entire spectrum of plausible conflicts, from peacetime engagements through combat operations.

Organization chart

Admission & Disposition, 737-8896

Hours of Operation

Monday- Friday 0730 - 1600

**After hours please contact A&D clerk on call at 010-3132-1275

Admission and Disposition Office is located in Bldg 7005, Yongsan, South Post, room 1410. Upon entering the main entrance of the hospital veer right, past the reception desk. Continue right until you come to your first left hallway, the Gift Shop will be on your right. Go down that hallway until you come to an intersection, a waiting area will be on your right. Make a right and continue down the hallway until you come to room 1410, which will be on your left, the Asian Garden is on your right.

All admissions, pre-admissions, Ambulatory Procedures Visits (APV) are processed in this section. During the pre-admission, APV process you will be provided with information on Patient's rights and responsibilities and obtaining an Advanced Directive if you don't already have one. If you have an Advanced Directive prepared, you will need to bring it with you at the time of pre-admission or day of surgery. You will also be asked to complete a DD Form 2569, Third Party Collection Program-Record of other Health Insurance.

Eligibility for Care:

Patient eligibility for care is checked at the time of registration for Pre-Admission and Ambulatory Procedure Visit (APV). The ID card is used to validate eligibility when you arrive in the Admission and Disposition office. All children age ten and older must possess a valid ID card and present at the time of registration. There are various circumstances which will require eligible children under the age of 10 to possess an ID card. You may contact the ID card section at 723-6527 to find out the specifics regarding your situation.

Care will not be denied if patient does not have an ID card. You will be required to go to the Admissions office to complete a Temporary Authorization for Medical Care form. A copy will be kept in the Treasurer's office and you will be requested to return with a valid ID card within thirty days. However if a valid ID card is not presented a bill will be sent to the patient or other health care insurance provider for any care rendered to a patient that is not eligible for care.

Aeromedical Evacuation, 737-3339

Receiving, evacuating, and transferring patients to other military treatment facilities outside of Korea is the most important patient accountability function that we provide. Patients who require air evacuation to Okinawa, Hawaii, or CONUS must coordinate with their Primary Care Manager.

Outpatient Records, 737-8564

Hours of Operation

Monday- Wednesday and Friday 0730 - 1600

Thursday 1300 - 1600

The Outpatient Records Department is, most often, a patient's first stop when accessing care at Brian Allgood Army Community Hospital. This department specializes in a multitude of medical records management processes. Services available include:

Patient Registration - The Outpatient Records Department will verify eligibility for care by checking your ID card's expiration date and conducting an automated DEERS verification. Upon verification, you will then be registered into the Composite Health Care System (CHCS). Having current personal data on you and your family members is a critical element to providing you updates on healthcare

programs or for enabling providers to contact you with test results or follow-up evaluations.

Release of Information - All releases or transmittals of medical records, information, medical statements, and preparation of copies of these documents are provided through the Outpatient Records Department.

REQUESTS FOR COPIES OF MEDICAL RECORD:

1. Complete DD Form 2870 for all requests.
2. Outpatient Records will take 10 working days to process.
3. Recent Inpatient records will take 45-60 days to process.

LEGAL BLOOD ALCOHOL TEST (LBAT):

For Commander's requesting LBAT results we will need the following:

1. Completed DA Form 4254
2. Assumption of Command orders

LBAT results will be faxed to your local TMC or if you choose you can pick them up here at Brian Allgood Army Community Hospital (BAACH). If someone other than the Commander is picking up the results, then a memorandum stating this person is authorized to pick up will be needed. The results will not be released without this memo.

For MPI and CID requesting LBAT results or any other private medical information: A completed DA Form 4254 is needed and verification of your MPI/CID badge.

Inpatient Records, 737-7494

Hours of Operation

Monday- Friday 0730 - 1600

The Inpatient Medical Records Branch maintains patient's records from inpatient and Ambulatory Patient Visits (Same-day Surgeries). To obtain a copy of your Inpatient or Ambulatory Patient Visit (Same Day Surgery), please complete a DA Form 4254, Request for Private Medical Records, and submit to correspondence office located in Outpatient records.

Uniform Business Office, 737-3685

Hours of Operation

Monday- Wednesday and Friday 0730 - 1600

Thursday 1245- 1600

The Uniform Business Office provides service which range from billing to the verification of patient eligibility. We provide the best support to the operational mission, beneficiary care, and effective and efficient use of resources, through

responsive and customer-friendly staff support. Please visit the UBO section to better understand how we may serve your needs.



Complete a DD form 2569

'Record of Other Health Insurance' form at your next visit.

HIPAA, 737-5800

The Standards for Privacy of Individually Identifiable Health Information (“Privacy Rule”) establishes, for the first time, a set of national standards for the protection of certain health information. The U.S. Department of Health and Human Services (“HHS”) issued the Privacy Rule to implement the requirement of the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”). 1 The Privacy Rule standards address the use and disclosure of individuals’ health information—called “Protected Health Information (PHI)” by organizations subject to the Privacy Rule — called “covered entities,” as well as standards for individuals’ privacy rights to understand and control how their health information is used.

*If you wish to submit a concern or complaint in person, please call the Privacy Office for an appointment to ensure someone is available to meet with you and review your concerns.

Frequent Asked Questions:

1. How do I get a copy of my medical records?

1. Complete DD Form 2870 (Authorization for Disclosure of Medical or Dental Information) . Turn into Patient Admin Division's Correspondence section located in outpatient records. This may also be faxed to DSN 737-8815.

2. Correspondence will take up to 10 working days to process. We will contact you once the copy is complete.

3. Recent Inpatient medical records will take 45-60 days to process. Recent meaning less than 45 days ago.

4. If you the patient are not able to come to BAACH to pick up your request and you send someone else, please ensure that person you are sending to pick up your

records is stated on DD 2870, item #6a. They must present a written consent signed and dated by you authorizing them to pick up the record and have proper ID. If they do not have this they will not be able to pick up your medical record copy.

2. How do I obtain a Birth Certificate/SSN for my newborn baby?

Steps to obtaining a Birth Certificate for your child born at the BAACH:

1. Stop by the Admission & Disposition Office to pick up the Report of Birth packet. The packet includes complete instructions from the US Embassy - Korea on how to:

- receive a social security number for your child, with application
- receive a Korean visa for your child
- reporting the birth of your child
- obtaining a passport for your child
- list of photo studios

There is also a registration form for Tricare Pacific Prime Enrollment and a map to the embassy.

2. Complete the packet and take it to the US Embassy within 30 days of the birth of your child.

The US Embassy telephone number is: 721-4114

For more information please visit the embassy website, link:

<http://www.asktheconsul.org/>

3. How do I obtain copies of the Consular Report of Birth/Certification of Report of Birth?

Excerpts from the travel.state.gov website:

Birth of a U.S. citizen abroad:

The official record is in the form of a Consular Report of Birth Abroad of a Citizen of the United States of America. This document, referred to as the Consular Report of Birth or FS-240, is considered a basic United States citizenship document. An original FS-240 is furnished to the parent(s) at the time the registration is approved.

Obtaining copies:

Consular Report of Birth (FS-240)

On November 1, 1990, the Department of State ceased issuing multiple copies of the Consular Report of Birth (FS-240). As of that date, a new format for the FS-240 went into effect. All previously issued FS-240s are acceptable proof of U.S. citizenship (Public Law 97-241 - Aug. 24, 1982). To obtain a replacement for a lost or mutilated

document, please submit a notarized written request including the original FS-240 or a notarized affidavit concerning the loss of the FS-240 and a \$30 fee, payable to the "Department of State." Mail it to the address below. The affidavit must contain the following:

- (1) name
- (2) date
- (3) place of birth of the subject
- (4) a statement regarding the whereabouts of the original FS-240
- (5) be signed by the subject, parent, or legal representative.

Certification of Report of Birth (DS-1350)

If the birth was recorded in the form of a Consular Report of Birth, a Certification of Report of Birth (DS-1350) can be issued in multiple copies. The DS-1350 contains the same information as that on the new format Consular Report of Birth and is acceptable for all legal purposes. The DS-1350 is not issued overseas and can be obtained only by writing to the address below.

The DS-1350 or a replacement FS-240 can be obtained by writing to:

Vital Records Section
Passport Services
1111 19th Street, NW, Suite 510
Washington, D.C. 20522-1705

A written request must be notarized and must include a copy of valid photo identification of the requester. The written request must include:

- (1) full name of child at birth (plus any adoptive names)
- (2) date and place of birth
- (3) names of parents
- (4) serial number, if known, of the FS-240 (on those issued after November 1, 1990) if known
- (5) any available passport information
- (6) signature of requester and
- (7) notarized affidavit for a replacement FS-240 (if applicable).

Note: For Panama Canal Zone (PCZ) birth certificates, just include items (1) through (3).

The fee for an FS-240 is \$30. The fees for DS-1350 and PCZ certificates are \$30 for the first copy, \$20 each additional copy. Make check or bank draft drawn on a bank in the United States, or money order, payable to the "Department of State." The Department will assume no responsibility for cash lost in the mail. Documents will be provided to the person who is the subject of the Report of Birth, the subject's parents, the subject's legal guardian, authorized government agency, or a person who submits written authorization from the subject of the Report of Birth.

4. Can I pick up my family members medical records?

If your family member is under the age of 18, Yes.

If your family member is over the age of 18, Yes and No.

Yes if you have written permission

No if you don't

There are procedures to obtaining those medical records:

You are required to have written permission from the family member to pick up their medical records. Outpatient Records will not release those medical records to you without that written permission. Use either the "Authorization for Record Release" form or a note stating you hereby authorize this person to pick up your medical records. The note must state the persons name and SSN, your name and SSN, and it must be signed and dated by you. The person you authorize should then bring that note to Patient Admin (Outpatient Records) along with either your ID card or a copy of your ID card. They must present their ID card so we can verify who they are.

We understand this may seem an inconvenience to you but it is the law and it is our duty to protect your individually identifiable health information also known as "protected health information" (PHI).

PCSing.

You may pick up your under age 18 family member records and surrender a copy of your PCS orders. Again, for those family members over the age of 18 a hand written authorization is required along with a copy of your PCS orders.

5. When can I come to in/outprocess?

We don't have specific time set aside for in/outprocessing, however, please make sure you come to Patient Admin, Medical Records before 1530, Monday through Friday.

Active Duty - we will need a copy of your PCS orders along with presenting your ID card and if inprocessing surrendering your medical records; if outprocessing we will add any lab work done while stationed here in Korea to your medical records and give you your medical records to hand-carry to your next duty station.

Family Members - we will need a copy of your sponsors PCS orders along with presenting your ID card and if inprocessing surrendering your medical records. If you do not have your medical records with you we will have you fill out, date & sign a DD Form 877 and forward to your last Military Treatment Facility (MTF) requesting your records be sent to BAACH. If outprocessing we will need a copy of your sponsors PCS orders along with presenting your ID card. We will add any lab work done while you received primary care here in Korea to your medical records

and give you your medical records to hand-carry to your next duty station. PLEASE NOTE: if you have family members over the age of 18 (spouse, child, parent, etc.) they must either physically be here requesting their medical records or they must provide an authorization (signed and dated) stating whom they give authorization to pick up their medical records. Without this authorization you will not be able to pick up medical records for family members over the age of 18.

Pay Patients - we will need a copy of your orders along with presenting your ID card and if inprocessing surrendering your medical records. If you do not have your medical records with you we will have you fill out, date & sign a DD Form 877 and forward to your last Military Treatment Facility (MTF) requesting your records be sent to BAACH; if outprocessing you must fill out a DD Form 2870 to request a copy of your medical records, we will not surrender the original medical record. Please make sure you request a copy as soon as possible as it takes approximately 10 working days to process.

6. Can I find out if someone is a patient in the hospital?

Only if the patient has given their approval to release that information. We will not give you any other type of information.

7. What is an Advance Medical Directive?

An Advance Medical Directive is a written statement of your wishes regarding your healthcare that goes into effect if you are unable to make healthcare decisions. There are two types: A "Living Will" and A "Durable Healthcare Power of Attorney."

8. What is a Living Will?

A Living Will is a document that states your desires concerning the medical treatment you do, or do not want to receive if you become unable to make your own medical care decisions.

9. What is a Durable Healthcare Power of Attorney?

A Durable Healthcare Power of Attorney is a document in which you give another adult person the legal authority to make medical treatment decisions for you if you become unable to do so yourself. You can designate anyone - a spouse, relative or a good friend - as your decision maker. This person is frequently referred as your "agent proxy" or "surrogate decision maker."

10. Why should I put my wishes in writing?

If, because of serious injury or illness, you become unable to make medical treatment decisions, you retain legal ability to control your medical treatment by

having an advance medical directive. Writing your wishes down helps your doctor, family, and friends know what medical treatment you do or do not want in case you cannot tell them yourself.

11. Where can I have an Advance Medical Directive prepared?

You can have an Advance Medical Directive prepared for you at any Legal Assistance Office. However, we highly recommend you discuss advance medical directives with your family and physician before you have one prepared.

12. Who should I tell about my Advance Medical Directive?

Before you prepare an Advance Medical Directive, you should discuss your medical treatment wishes with your physician, close family members, and the person you choose as your surrogate. You should give a copy of your advance medical directive to your primary physician. Because military patients see different physicians, a copy should be placed in the appropriate medical treatment record. You should also bring a copy of your advance medical directive with you any time you are admitted into the hospital. A copy of any medical power of attorney should also be given to the person you named as your surrogate decision maker.

13. Can I change my Advance Medical Directive?

Yes, you can change or revoke your Advance Medical Directive at any time, either verbally or in writing. If you do so, it is crucial that you tell your physician and family members, along with anyone you have designated as your decision maker.

14. Am I required to have an Advance Medical Directive?

No, you are not required by law, Army regulation or hospital policy to have an Advance Medical Directive in order to receive care. However, an advance medical directive is the most effective way to make known your desires concerning medical treatment if you become unable to communicate your wishes to those providing your medical care.

15. What if my doctor and I do not agree with my Advance Medical Directive wishes?

Your doctor will treat you according to professionally accepted medical standards. If you and your doctor disagree about your medical treatment, you have the right to request to be treated by another doctor.

16. Where is Outpatient Medical Records located?

Upon entering the main entrance of the hospital keep straight and it is located directly across from Pharmacy.