

WELCOME ABOARD

Welcome to the HSWL Health Clinic at Base New Orleans. As your health care and readiness support facility, we are your hub for all your health care needs.

PATIENT CENTERED WELLNESS HOME

A Patient Centered Wellness Home Model is a team of healthcare providers and support staff who deliver services for total healthcare, surrounding the patient with support to accomplish wellness goals. This healthcare model will include and coordinate the disciplines of medicine, dentistry, pharmacy, family support, work-life, and safety, forming the Patient Centered Wellness Home. Each patient is expected to actively participate in developing individualized health & wellness directives & goals with their assigned team.

ROUTINE CARE

As part of the Patient Centered Wellness Home, Health Clinic New Orleans provides primary care services for active duty personnel. Each active duty member will be part of an internal team that will attend to your healthcare needs. Patients are seen for routine care by appointment only and may be scheduled by calling or visiting the Front Desk.

Routine services include:

- Primary Care Medicine
- General Dentistry
- Physical Exams & Immunization
- Laboratory & Radiology Services
- Prescription Services
- OTC Medication Program
- Minor surgical procedures
- Referral services
- Health Benefits Advice

Hours of Operation

0700 – 1530

Monday through Friday

(Clinic is closed Thur 1230-1530 for training)

****THERE IS NO SICKCALL AT THE HSWL
NEW ORLEANS CLINIC****

If you require Acute (same day) or Urgent Care, you will be scheduled for the next available Acute appointment. Urgent Care clinics will only be used after referral by your Primary Care Physician or Nurse Advise line.

Note: Acute (same day) appointments are for sick people only; any other chronic or ongoing concerns will be scheduled as routine appointments. The appointment desk opens at 0700. Please call early for same day appointments. There are no appointments available on Thursday afternoons (training).

The Flight Surgeon is not onboard on Wednesdays. Wednesdays are reserved for flight duties and training at the Air Station. The Clinic remains open and an HS or Physician Assistant will be available to assist customers.

DENTAL CARE

All routine Dental Care, including preventative, restorative, surgical, and prosthetics is available to active duty personnel.

AFTER HOURS CARE

EMERGENCY CARE – Call 9-1-1, or go to the nearest Emergency Department as soon as possible. An Emergency is defined as “Threat to life, limb, or eye sight.” If you are unsure if you should go to the Emergency Department, utilize the Nurse Advice Line or contact the Duty HS.

**ALL ER/AFTER HOURS CARE REQUIRES
DUTY HS & COMMAND NOTIFICATION
AND FOLLOW-UP WITH YOUR PRIMARY
CARE PHYSICIAN.**

OVER-THE-COUNTER MEDICATION PROGRAM

Over-The-Counter (OTC) program is available for all beneficiaries during normal clinic hours only. Please contact the front desk staff for further information.

WORK LIFE/CG SUPRT

<http://www.uscg.mil/WORKLIFE/>

Office of Work-Life Service Center Toll Free number 800-872-4957

CG SUPRT - (855) CGSUPRT (247-8778)

www.cgsuprt.com

HSWL New Orleans Work-Life – (504) 253-4706

<https://cg.portal.uscg.mil/units/dol/dol-3/BNOLA/Pages/Work-Life.aspx>

CLINIC STAFF

CAPT E. Alicea, MD, FS

CAPT D. Barcomb, DDS

HSCS R. Leverenz, Clinic Administrator

HS1 M. Lagoe, Clinic Supervisor

HS1 M. Ainsworth

HS2 S. London

HS2 C. Wood

HS3 A. Spellman

HS3 S. Kemper

HS3 C. Tobon

HS3 J. Condulle

HS3 Z. Zirlott

Mr. Brugmann, PA-C

Ms. Morgan, CMA

Mr. Gouzien, Hygienist

Ms. Williams, Dental Asst.

<https://cg.portal.uscg.mil/units/dol/dol-3/BNOLA/Pages/Clinic.aspx>



RESOURCE TELEPHONE
NUMBERS

ALL EMERGENCIES	911
HSWL NOLA Clinic	(504) 253-4671
HSWL NOLA Duty HS	(504) 329-1447
Base NOLA OOD	(504) 329-1969
D8 Regional Practice Mgr	(504) 253-4721
D8 Work-Life office	(504) 253-4706
D8 Senior IDHS	(504) 253-4703
CG-SUPRT	(855) 247-8778
Sexual Assault Response Coordinator (SARC)	(504) 253-4709 C-(504) 202-2367
Employee Assist Program Coordinator (EAPC)	(504) 253-4711 C-(504) 628-5307
Chaplain (855)USCG-CHC	(855) 872-4242
Family Advocacy Specialist (FAS)	(504) 253-4701 C-(504) 628-1646
CG Substance Abuse Program Specialist (SAPS)	(609) 898-6924
http://www.tricare.mil/	
TRICARE - Nurse Advise Line	(800) 874-2273 Option 1
TRICARE East (Humana)	(800) 444-5445
Health Benefit Hotline	(800) 942-2422
TRICARE Dental - United Concordia (AD family)	(844) 653-4061
Navy Medical at Belle Chase	(504) 678-3660
Navy Optometry	(504) 678-7927
Keesler AFB Medical	(228) 376-2550
Keesler AFB Optometry	(228) 376-2550
Poison Control	(800) 222-1222

USCG HEALTH CLINIC
NEW ORLEANS

HEALTH CARE FOR
ACTIVE DUTY



“Bayou Medical – Delivering Health Care Excellence to Greater New Orleans and beyond”

MISSION STATEMENT

Our mission is to provide the highest quality healthcare to our active duty and reserve population with a primary focus on operational readiness, mission support, and patient satisfaction by delivering superior, responsive and comprehensive health services, supporting individual wellbeing and the full range of CG Missions.



<https://cg.portal.uscg.mil/Pages/HWSLSC.aspx>



Base New Orleans
Health Services Clinic
1790 Saturn Rd.
New Orleans, LA 70129

<https://surveys.uscg.mil/Community/se.ashx?s=6F20F77456B23088>