

Fellow members of the MCAS Iwakuni community,

Since May 2024, I have had the honor of serving as Officer In Charge of U.S. Navy Medicine Readiness and Training Unit Iwakuni (the official title of our Navy command) and of Naval Family Branch Clinic Iwakuni, also known as the Branch Health Clinic or BHC. My staff of healthcare professionals, as well as our medical and dental colleagues at 11th Dental Company, MAG-12, and CVW-5, appreciate our community and seek out opportunities to work together to improve Iwakuni's health, wellness, and readiness.

Our Clinic's parent command is Navy Medicine Readiness and Training Unit Yokosuka, and our healthcare delivery functions are now directed by the tri-service Defense Health Agency. As a Branch Health Clinic, our foremost mission is outpatient primary care and medical readiness. We also have several specialties to include audiology, behavioral health, obstetrics and gynecology, optometry, physical therapy, and sports medicine. Since January 2021, we have also been providing labor and delivery services to women with low-risk pregnancies in our Mother-Infant Care Center, which delivers about ten babies per month.

Although we do not have an Emergency Room or Urgent Care Clinic, we provide ambulance response for medical emergencies on the Main Base and Atago Housing Center 24/7/365, and we always have multiple staff members on call to assist with medical problems that cannot wait until the next clinic day, whether that care occurs in our Clinic or at a local Japanese partner facility. Please be familiar with our After Hour Care Guide, available on this webpage. If you experience a medical problem when our Clinic is closed, please stay at your location and make the appropriate phone call, whether to base emergency dispatch, or directly to our Clinic Quarterdeck, depending upon the situation. This is the best way to ensure your issue is addressed by the most qualified individual available.

I expect that my people, who are your neighbors, will treat you as they would like to be treated themselves, and I expect that they will be treated likewise, whether in person, on the telephone, or on social media platforms. Our Patients' Bill of Rights and Responsibilities is posted inside the front entrance of our Clinic and available upon request if you would like to review it. The healthcare system can be complex and frustrating, and this is especially true in an overseas base such as ours, in which we will always be dependent upon host nation partners, medevacs, and specialists at distant military treatment facilities. However, our team is dedicated to working through barriers to get you or your loved ones the care you need in as timely a manner as possible.

We disseminate updates about such things as operating hours, job postings, and service availability through the various commands on the MCAS. However, the fastest way to get important information from the BHC is through our Facebook page, "Naval Family Branch Clinic Iwakuni." Although not all problems and limitations can be addressed quickly, we welcome all feedback, and see every thoughtfully expressed concern as an opportunity to learn and

improve. I review all ICE comments for the BHC. Patients and family members are also welcome to contact our patient advocates at usn.iwakuni.brmedcliniwakunija.mbx.patient-advocate@health.mil. I personally monitor this inbox daily.

My husband and Italian Greyhound Zelda, love Japan, our lives and community here onboard MCAS Iwakuni. I look forward to seeing you at our Clinic, or around our beautiful base.

Very respectfully,

CDR Jacqueline Lopez
Officer In Charge
Naval Family Branch Clinic
Marine Corps Air Station Iwakuni, Japan