



# Naval Health Clinic Hawaii and 15<sup>th</sup> Medical Group



## URGENT CARE ROAD MAP

Urgent care is for a non-emergency illness or injury. Patients typically use urgent care services to treat a condition that does not threaten life, limb or eyesight or requires attention prior to becoming a serious risk to your health. You will start by making a "same day" acute appointment with your primary care manager (PCM).

Naval Health Clinic Hawaii (NHCH)	15 <sup>th</sup> Medical Group (15 MDG)
<p><b>Step 1:</b> Call NHCH Call Center at 808-473-0247 between 0630-1630, M-F*</p> <p>NHCH clinic hours are 0730-1630, M-F * Every day when the Call Center opens between 80 and 200 Primary Care appointments are available for same day booking</p>	<p><b>Step 1:</b> Call 15 MDG Appointment Line at 808-448-6000 between 0715-1600, M-F*</p> <p>15 MDG clinic hours are 0730-1630, M-F (closed the 3rd Thursday of every month for Training) * Same day appointments are available daily in Family Health, Flight Medicine and Pediatrics Clinics</p>
<p><b>Step 2:</b> When NHCH or 15 MDG is closed, Schofield Barracks Health Clinic has an Acute Care walk-in clinic that is open 0700-1830 daily, except Thursdays 0830-1830. The Acute Care clinic's number is 808-433-8850.</p>	
<p><b>Step 3:</b> When Schofield Acute Care Clinic is closed, Tripler Army Medical Center (TAMC) has an Urgent Care Clinic called "Quick Care" located in the TAMC Emergency Room that is open 24/7</p>	
<p>The TRICARE Urgent Care Clinic (UCC) Pilot program applies to: AD FMs enrolled in Prime, Young Adult Prime, and Prime Remote; AD enrolled in Prime Remote; Retirees and their FMs enrolled in Prime in the 50 states or DC area (co-pays apply only for retirees/family).</p> <p>An enrollee can use <b>two</b> UCC visits per fiscal year (1 Oct – 31 Sep) without authorization.</p>	

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