

Q. What are the benefits of Medical Home Port?

A. Medical Home Port enhances continuity of care – your PCM is part of a team that includes physicians, nurse practitioners, physician assistants, registered nurses, case managers, corpsmen, medical assistants, pharmacists and integrated behavioral health providers. The team remains constant, even if your PCM deploys or PCS's.

- Increased focus on preventive health and wellness
- Secure e-mail access to your team (NHCH Online *powered by Relay Health*)
- Online appointment scheduling, medication refills and lab/x-ray results (NHCH Online *powered by Relay Health*)
- Access to provider-recommended websites (NHCH Online *powered by Relay Health*)

Q. Am I part of Medical Home Port?

A. Medical Home Port is being implemented at the two large clinics.

- Branch Health Clinic Kaneohe Bay started this spring with their two teams – Team Honu and Team Mano.
- Branch Health Clinic Makalapa will be starting their teams June 2011 (Team Nai'a – former Blue Team, Team Kohala – former Red Team, Team Nene – former Gold Team and Team Mo'o – former Pediatric Clinic).

Q. I am assigned to BHC Camp Smith or BHC Wahiawa – am I in a Medical Home?

A. Not right now, our smaller Branch Health Clinics already have small, tightly-knit teams. These teams are using the Medical Home Port concepts and tools to provide primary health care, but by the Bureau of Medicine's (BUMED) current instruction they do not meet all required criteria to be called a Medical Home Port Team.

Q. Am I changing my PCM?

Most patients will be keeping their PCM. The goal of Medical Home Port is to decrease our PCM changes except when a provider leaves. Providers who deploy will keep their patients while having their Medical Home Port team members cover their panel during their absence.

Q. What if I want to change PCM?

A. Patients may use the existing process to request a PCM change.

Q. Are clinic hours changing?

A. Not at this time, but we are continually looking at ways to create more flexibility for patients. In fact, we have in the past offered extended hours in primary care. Due to the lack of use, we unfortunately had to cancel the service.

Q. What is the After-Hours Medical Advice Line?

A. You may call (808) 473-0247 x3 after hours to speak with one of NHCH's Primary Care Providers. They will assist you with home care advice and options after hours for any of our prime patients.

Q. What is NHCH Online/RelayHealth?

A. NHCH Online is a secure web-based service (*powered by Relay Health*) through which you and your healthcare team can communicate securely about non-urgent healthcare matters. Through NHCH Online (*powered by Relay Health*), you can consult your healthcare team about non-urgent health symptoms, request appointments, request a prescription refill, receive lab or test results and access health information.

Q. How do I sign up for NHCH Online (*powered by Relay Health*)?

A. You can sign up at www.med.navy.mil/sites/nhch under the Medical Home Port Site. You may also get assistance from your Medical Home Port Team at your Branch Health Clinic.

Q. What computer hardware/software do I need to use NHCH Online (*powered by Relay Health*)?

A. NHCH Online (*powered by Relay Health*) requires only a connection to the Internet and a Web browser. This online service supports:

- Microsoft Internet Explorer 7 on Windows XP and higher
- Firefox 2.x on Windows XP and higher
- Safari 2.x on Mac OS 10.4 and higher

Q. Is NHCH Online (*powered by Relay Health*) service secure?

A. With highly secure, built-in 128-bit, secure -socket layer encryption technology, NHCH Online (*powered by Relay Health*) protects the privacy and confidentiality of personal information transmitted through its provider-patient messaging service. Only you, your provider, and your provider's authorized staff can read your NHCH Online messages.

Q. How is NHCH Online (*powered by Relay Health*) different than regular e-mail?

A. NHCH Online (*powered by Relay Health*) messages differ from regular e-mail messages in that they are securely and confidentially transmitted and structured to specific needs of provider-patient interaction. Also, unlike e-mail - which relies on multiple file servers distributed across the Internet - NHCH Online (*powered by Relay Health*) uses a single, centrally managed, secure database which ensures that messages cannot be intercepted, deleted, copied, or altered in any way.

Q. Will I be assigned a NHCH Online (*powered by Relay Health*) e-mail address? How will I know if I have a message waiting for me at NHCH Online?

A. As a NHCH Online user, you aren't assigned an e-mail address. Rather, you'll access the secure NHCH Online (*powered by Relay Health*) service by going to www.med.navy.mil/sites/nhch NHCH Online link and signing in to your password-protected NHCH Online (*powered by Relay Health*) account. When a message is delivered to your NHCH Online (*powered by Relay Health*) Inbox, you are immediately notified via e-mail (this notice is sent to the e-mail address you provided when registering) with a convenient link to NHCH Online (*powered by Relay Health*) so you can quickly access your waiting message.

Q. I can't find my provider in your list. What should I do?

A. Contact our TriCare Health Benefits Advisor or your Medical Home Port Team and we will assist you in signing up with your Medical Home Port Primary Care Provider.

Q. Can I communicate with any provider in the MHP Online Network?

A. NHCH Online (*powered by Relay Health*) is designed to support providers, your MHP team and their established patients. It is not a vehicle for establishing a new relationship with a provider.