

Relay Health: *Your MHP team is online!*

Did you know that you have access to your Medical Home Port team 24 hours a day through email? By enrolling in Relay Health, you can communicate with your provider or team at any time of day or night from the comfort of your own home. We strive to respond to all electronic messages within 8 business hours.

Through Relay Health you can:

- *Communicate securely with your MHP provider and team about your concerns or questions.*
- *Request prescription renewals and appointments.*
- *Request referrals and test results.*
- *Request medication lists or doctor notes.*

To enroll in Relay Health, contact a member of your MHP team and we will email you an invitation to join.



Please do not rely on Relay Health for urgent or emergent issues. Instead, use the on-call provider 559-998-4481 or report to the nearest emergency room.

Accessing your health information:

1. You can use Relay Health to request lab results, visit notes, medication lists, and instructions that we can send to you through the secure electronic system.
2. You can request electronic or paper copies of your health information from your MHP team.
3. You can access TRICARE Online's Blue Button and gain immediate access to personal health data such as medications, allergies, lab results, and problem summaries. This information can be printed or saved electronically. TRICARE Online's Blue button is available to all beneficiaries by registering at www.tricareonline.com.



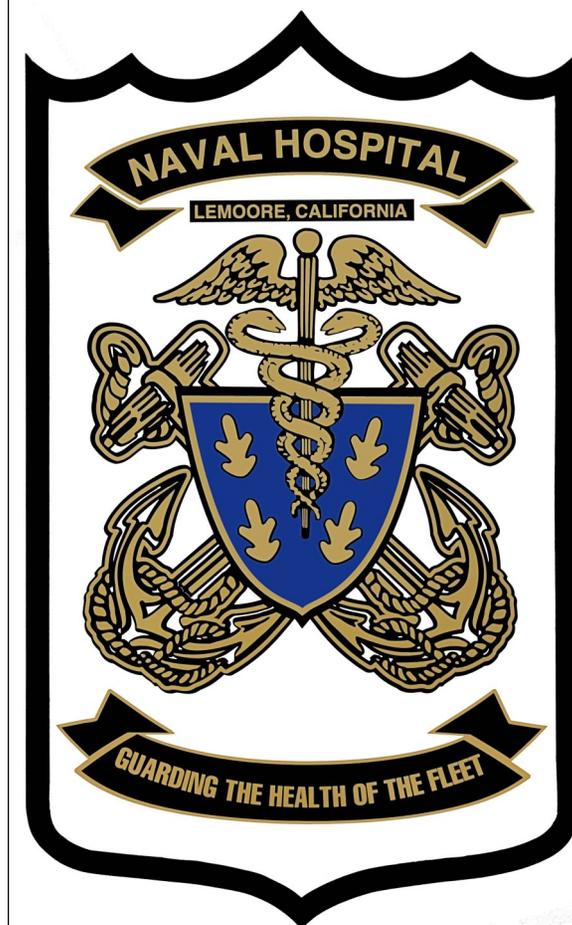
What if I cannot make my scheduled appointment?

We understand that sometimes things happen, and you can't make your scheduled appointment. We ask that you notify us as soon as you realize you can't make your appointment. This will help us make that time available for someone else who may need it.

If you are cancelling on the same day as your appointment, please call the Appointment Line so patients needing a same-day appointment can be better accommodated by calling 559-998-0889.

Naval Hospital Lemoore
937 Franklin Avenue
NAS Lemoore, California 93246

Patient-Centered Medical Home



*A Patient's Guide to
Medical Home Port at
Naval Hospital Lemoore*



Naval Hospital Lemoore

Health First, People and Readiness Always



What is the Medical Home Model:

The Medical Home Model is an approach to healthcare delivery, based on the concept that patients are at the center of every decision made regarding their care. In this new model, our goal is to provide you with closer, more personalized care.

Team Based Healthcare: Roles of the Patient and the MHP Team

Your MHP team will coordinate with you to provide you the best possible evidence-based care to fulfill your personal healthcare needs. Your MHP healthcare team consists of:

- your Primary Care Manager (PCM)
- a Registered Nurse (RN)
- a Licensed Vocational Nurse (LVN)
- Hospital Corpsmen

Please communicate regularly with your MHP team about any updates to your medical care, including: new medications, care provided outside of your MHP team (hospitalizations, specialty care, and ER/urgent care visits).

Upon arriving to your scheduled appointment please bring a list of:

- your current medications (including over the counter medications, vitamins/supplements)
- recent test results
- instruction sheets and handouts given to you by outside clinics, urgent care facilities, and hospitals

How do I enroll into a Medical Home Port team?

If you are not enrolled at Naval Hospital Lemoore, call United Healthcare Military and Veterans at (877) 988-9378. Upon completion of enrollment, you will be assigned a Medical Home Port Team.

Seeing my provider and team

The Medical Home Port regular business hours are:
Monday-Friday 0730—1630

The best way to see your team is to make an appointment by calling the Appointment Line at (559) 998-0889. Your Medical Home team works hard to make same day appointments available with your assigned provider as indicated. If there are no appointments available with your assigned provider, the appointment line will work with your MHP Team to expedite your care.



Appointment Line: (559) 998-0889

Family Medicine Nursing Station: (559) 998-4636

Front Desk:

Medical Home Port Blue: (559) 998-0719

Medical Home Port Gold: (559) 998-4448

Nurse Advice Line: (800) 874-2273 option #1

NHL Information Desk: (559) 998-4481 option #6

UHC Military West (Tricare): (877) 988-9378

www.uhcmilitarywest.com

Getting Care After Hours

Your MHP team understands that not all illnesses and injuries occur during normal business hours. The following options are available to MHP patients:

*After Hours Clinic:

Monday-Friday 1630 —1800

Weekends & Federal Holidays 0900—1300

**Please note that the After Hours Clinic is designed for patients who have symptoms/illnesses/injuries that have occurred within 24 hours. We encourage patients to call the appointment line to speak to a Medical Home Port staff member rather than walking into the clinic.*

Nurse Advice Line

For healthcare matters that occur outside of MHP hours, please contact the **Nurse Advice Line** at 1-800-874-2273 option #1. The Nurse Advice line will assess your health concern and determine the level of care that is appropriate for your condition. This may include: self-care advice, follow up and/or schedule with your PCM, an urgent care authorization, or emergent medical services.

Emergency Services

Chest pain, severe difficulty breathing, and serious trauma should be seen emergently by calling 911 and activating emergency medical services (EMS).