
The Naval Hospital Oak Harbor Medical Home Port cares for you through all stages of life - both acute and chronic.

With the Naval Hospital Oak Harbor Medical Home Port there is an increased emphasis on you and your needs by focusing on:

- Greater access
- Patient education
- Self-management of chronic health conditions
- Goal setting
- Prevention
- Use of evidence-based guidelines for care.

Interpretive services are available. Please inform your Medical Home Port team of your language and cultural needs.

Services offered in Your Medical Home Port:

- Acute Care
- Chronic Care
- Wellness Examinations
- Well Children Examinations
- Routine Obstetric Care and Follow Up
- Women's Health
- Minor Procedures (including vasectomy)
- Mental Health

Hours of Operation

Monday – Friday: 0740 - 1520
Extended Hours Appointments: 0720 - 1640

Contact Us

Cascade Team:

Team Nurses: (360) 257-9685/9861/9715
Team Clerk/Appointments: (360) 257-5106

Olympic Team:

Team Nurses: (360) 257-9686/9562/9686
Team Clerk/Appointments: (360) 257-9561

Appointments:

TriCare Regional Appointment Center:
1-800-404-4506
Mon-Fri 0600-2000
Sat-Sun 0700-1530

Provider Advice Line (24/7): (360) 257-9500

Information Desk/Quarterdeck: (360) 257-9501

Relay Health: <https://app.relayhealth.com>

Urgent Care

Monday - Friday 7:00 a.m. - 11 p.m.
Saturday, Sunday, and Holidays 8:00 a.m. - 8:00 p.m.

Naval Hospital Oak Harbor Homepage

<http://www.med.navy.mil/sites/nhoh/Pages/default.aspx>

Naval Hospital Oak Harbor

Your professional medical team partnering with you to ensure high-quality, comprehensive, coordinated, and compassionate health care.



Naval Hospital Oak Harbor

**3475 N Saratoga Street
Oak Harbor WA 98278**

What is Your NHOH Medical Home Port?

- A medical team that takes care of your health needs.
- Provides and coordinates services involving prevention, diagnosis, treatment and referrals to specialty services.
- Helps you manage your health - even when you are at home.

Your NHOH Medical Home Port is:

Accessible

- *Same day appointments are available.*

Family-centered

- *Your Provider understands you and your family's medical needs and partners with you.*

Continuous

- *You see the same primary care team.*

Comprehensive

- *Most of the health care services that you need can be found at NHOH Medical Home Port. Referrals, when needed are coordinated by your Primary Care Provider.*

Coordinated

- *Your regular Provider keeps a central medical record of all your health information.*
- *If you need to see more than one Provider, your NHOH Medical Home Port team coordinates your care for you.*

Compassionate

- *Your doctor and other medical providers have a genuine concern for you and your family.*

Culturally competent

- *Your Provider respects your cultural and religious beliefs.*

What Your NHOH Medical Home Port Care Team Pledges To You

Learn About You

- Get to know you, your family, your life situation, and preferences. Remember these details about you every time you seek care, and suggest treatments that make sense for you.
- Treat you as a full partner in your care.
- Your provider will want to know about any care you received outside of the NHOH Medical Home Port. This information will help provide a coordinated, effective approach to your care.

Communicate with You

- Give you time to ask questions, and answer them in a way you understand.
- Make sure you know and understand all of your options for care.

Help you decide what care is best for you.

- Sometimes more care is not better care.
- Ask you for feedback about your experience getting care.
- Provide you with increased health education resources, and follow up to implement methods that have been proven, evidence-based, to help people experience healthier outcomes.

Support You in Caring For Yourself

- Make sure you leave the office with a clear idea of how to care for yourself.
- Help you set goals for your care, and help you meet your goals one step at a time.
- Give you information about classes, support groups, or other types of services to help you learn more about your condition and stay healthy.

What Can You Do to Make Your Care Better?

- Let your Provider know if you need any special accommodations, or need additional appointment time for your visit.*
- Bring a list of questions or concerns.*
- Ask specialist Providers to send reports to your primary care doctor.*
- Bring a list of any medicines, vitamins, or remedies you use.*
- Ask for educational material on your conditions.*
- Ask for referrals to support groups or educational groups.*
- Ask when you are to return for your next visit.*
- Provide feedback to your doctor about your visit.*
- Tell your Medical Home Port team when you do not understand something they said. Ask them to explain it in a different way.*
- Tell your provider if you received care outside of the NHOH Medical Home Port team.*

Help us improve your experience by providing feedback by using our online Interactive Customer Evaluation (ICE) survey within the "Naval Air Station Whidbey Island" section.

<https://ice.disa.mil/index.cfm>

We are here to help before, during, and after your visit
