
The Pediatric Medical Home Port Clinic is founded on the belief that every child deserves the highest quality of health care.

With the Naval Hospital Oak Harbor Pediatric Clinic Medical Home Port there is an increased emphasis on your child's 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.

The Pediatric Clinic Medical Home Port's comprehensive health care model of care provides children with the following services:

- Acute Care
- Chronic Care including Asthma ADHD, and Special Needs
- Well Children Examinations
- Sports Examinations
- Behavior Health Concerns
- Mental Health

Hours of Operation

Monday – Friday: 0730 - 1800
Saturday: 0920– 1120

Contact Us

Team Nurses: (360) 257-9568/9655
Team Clerk/Appointments: (360) 257-9782

Appointments

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

Nurse Advice Line: 1-800-TRICARE, Option 1
Information Desk/Quarterdeck: (360) 257-9501
Relay Health: <https://app.relayhealth.com>

Naval Hospital Oak Harbor Homepage

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

Naval Hospital Oak Harbor Pediatric Clinic Medical Home Port

You 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 Pediatric Medical Home Port?

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

Your NHOH Medical Home Port is:

Accessible

- *Same day appointments are available.*

Family-centered

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

Continuity

- *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, including care for behavioral health concerns. Referrals, when needed, are coordinated by your Primary Care Provider.*

Coordinated

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

Compassionate

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

Culturally competent

- *Your child's Provider respects your cultural and religious beliefs.*

What Your NHOH Medical Home Port Care Team Pledges To You

Learn About You

- Get to know your child's, 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 child's care.
- Your provider will want to know about any care your child received outside of the NHOH Medical Home Port. This information will help provide a coordinated, effective approach to your child's 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 Your Child

- Make sure you leave the office with a clear idea of how to care for your child.
- Help you set goals for your child's 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 child's condition and stay healthy.

What Can You Do to Make Your Care Better?

- Let your Provider know if your child needs any special accommodations, or needs additional appointment time for your visit.*
- Bring a list of questions or concerns.*
- Ask specialist Providers to send reports to your child's primary care doctor.*
- Bring a list of any medicines, vitamins, or remedies your child uses.*
- Ask for educational material on your child's conditions.*
- Ask for referrals to support or educational groups.*
- Ask when your child is to return for your next visit.*
- Provide feedback to your child's 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 your child 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 located within the "Naval Air Station Whidbey Island" section at the site listed below.

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

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