

## FREQUENTLY ASKED QUESTIONS

### How do I make an Appointment?

You can schedule an appointment with your PCM through several options:

- Tricare Online
- Call TRAC (800) 404-4506
- Call the team scheduling clerk

### How do I get a referral or renew one?

- If you have a referral that is expired, you can call the team clerk or send a Relay Health message to your PCM.

\*\*If you don't have a referral you will need to make an appointment with your PCM

### How do I get a medication refill?

If you have refills remaining on your Rx:

- Call the Pharmacy refill line at 257-9701
- Request refill via Tricare Online

If you are out of refills or the prescription is expired you can:

- Relay Health message your provider
- Make an appointment
- Call the clinic

### How can I get my laboratory or other test results?

- Tricare Online (select "Blue Button")
- Relay Health message your provider
- Call the clinic

### PCS CHECK IN TO WHIDBEY

- Enroll with TRICARE online or by phone. [uhcmilitarywest.com](http://uhcmilitarywest.com) or 877-988-9378
- Report to Outpatient Records to request all military and civilian records
- Schedule an appointment to see your new provider and bring with you any prescription bottles of medications you are taking.

## RELAY HEALTH ONLINE

Relay Health is a secure email messaging system. Registration is quick and easy! Just ask one of the staff members how to sign up.

Relay Health offers a variety of services which put you in touch with your health care team.

- Consult Your Primary Care Manager (PCM)
- Request a non-urgent Appointment
- Request Medication Refills/Renewals
- Request Lab/Test Results
- Send a Note to your Doctor/Team's Office

You will also receive periodic emails from the clinic providing important information and updates.

## TRICARE ONLINE

Register @ <https://www.tricareonline.com>

- Access appointments
- Prescription refill request
- "Blue Button" to access lab results and other medical record information
- Health Risk Assessments
- Secure Messaging (Relay Health)

## WHAT CAN YOU DO TO MAKE YOUR CARE BETTER?

- Be on time for appointments, please arrive 15 minutes early
- Bring a list of questions or concerns
- Bring a list of all medications you take
- Tell your provider if you received care outside of the NHOH medical home team
- Call to cancel appointment if you are not able to make it. This opens it for another patient to use!
- Use Relay Health when possible, it could save you a trip!

# MEDICAL HOME PORT

Your Home for Health Care!



## FAMILY MEDICINE PEDIATRICS AVIATION MEDICINE

NAVAL HOSPITAL OAK HARBOR  
3475 N Saratoga Street  
Oak Harbor WA 98278

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

(REV. 5/15)

## AVIATION MEDICINE

The Aviation Medicine Department provides care to active duty personnel assigned to operational units attached to NAS Whidbey Island.

### SERVICES OFFERED:

Routine Appointments  
Aviation Physical Exams  
Separation Physicals  
Audiograms  
Flight Deck Screenings  
Health Education  
Behavioral Health Care/Consultation

### HOURS OF OPERATION

Monday—Friday 0700-1600

### APPOINTMENTS

Scheduling Clerks: 257-9400  
Relay Health: [www.relayhealth.com](http://www.relayhealth.com)

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### Pharmacy Refill Line 257-9701

Mon-Fri 0730 to 1830  
Sat & Sun 0800-2000  
\*refill pick up only

### Laboratory 257-9670

Mon - Fri 0715 to 1600

### Radiology 257-9630

Mon-Fri 0700 to 1600

### Optometry 257-9788

Mon-Fri 0700-1600

## FAMILY MEDICINE

The Family Medicine Department provides care for TRICARE Prime active duty, retirees, and family members of all ages.

### SERVICES OFFERED:

Acute Care  
Physical exams  
Well women exams  
Chronic Disease Management  
Preventive Health Care  
Behavioral Health Care/Consultation  
Case Management

### HOURS OF OPERATION

Monday – Friday 0730 – 1800  
Saturday 0900 – 1200  
Federal Holidays & Sunday CLOSED

### APPOINTMENTS

Relay Health: [www.relayhealth.com](http://www.relayhealth.com)  
TEAM OLYMPIC: 257 - 9561  
TEAM CASCADE: 257 - 5106

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### NEED CARE OR ADVICE AFTER HOURS?

#### CALL THE NURSE ADVICE LINE

1-800-TRICARE (874-2273)

The advice line provides 24 hours a day 7 days a week access to a registered nurse.

The nurse is able to:

- Telephone assessment
- Provide advice
- Book an appointment with your team provider, if needed

## PEDIATRICS

The Pediatric Department provides and coordinates care for children from birth to age 18 years.

### SERVICES OFFERED:

Acute Care  
Chronic Care including Asthma, ADHD, & Special Needs  
Well Child Exams  
Sports Exams  
Behavioral Health Concerns  
Case Management

### HOURS OF OPERATION

Monday – Friday 0730 – 1800  
Saturday 0900 – 1100  
Federal Holidays & Sunday CLOSED

### APPOINTMENTS

Relay Health: [www.relayhealth.com](http://www.relayhealth.com)  
Scheduling Clerks: 257-9782

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**Immunizations 257-9591**

**Information Desk 257-9501**

### TRICARE Regional Appointment Center TRAC (800) 404-4506

Monday—Friday 0600 to 2000  
Saturday & Sunday 0700 to 1530

\*Information about health education topics, community resources NHOH group classes, etc. is available on our website:

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