

**Will you still enroll retirees to Medical Home?**

Yes. We will continue to welcome all TRICARE beneficiaries, regardless of age, to enroll into our Medical Home Port.

**What about TRICARE Standard patients who were seen at Urgent Care?**

TRICARE Standard patients can be seen on a space available basis in Medical Home, but access will be limited.

**Was the projected base growth considered in making these changes?**

Yes. Indeed, these changes will help make us ready for the anticipated growth in the base population over the next few years.

**I still have questions – who should I contact?**

Please talk with your Medical Home Port team, your customer service representative (posted outside of all clinics), our command customer service representative, Ms. Sharon McIntyre at 257-9554. In addition, you are always welcome to contact the CO directly at 257-9974.

**Medical Homeport Appointments**

**Team Olympic 257-9561**

**Team Cascade 257-5106**

**TRAC 1-800-404-4506**



**Mission:**

Caring for People

**Vision:**

Build Your World Class Medical  
Neighborhood.

**2014 Goals:**

Quality and Value

Readiness and Jointness

Patient and Staff Satisfaction



# Naval Hospital Oak Harbor



**Information regarding changes  
coming to  
Naval Hospital Oak Harbor**

**INFORMATION: 360-257-9974**



# Upcoming Changes to NHOH

Since it opened in 1968, Naval Hospital Oak Harbor (NHOH) has been a key part of Naval Air Station Whidbey Island (NASWI) and the entire Whidbey Island community. Today we serve more than 20,000 active duty service members, retirees, and their families.



Captain Ed Simmer  
Commanding Officer  
Naval Hospital Oak Harbor

Medical practice, and the people we serve have changed significantly since we opened 45 years ago, and NHOH has adapted over the years to ensure we continue to provide the very best care to those who rely on us. The Medical Home Port (MHP) model of care is a recent example of a successful adaptation implemented to meet our beneficiaries health care needs. MHP established a team approach to care, comprised of providers, nurses, and support staff, ensuring the highest quality of care and patient satisfaction.

Building on this success, we will be implementing several changes to NHOH.

Transitioning the Urgent Care Center into an Expanded Medical Home Port Primary Care Center.

Creating an expanded, state-of-the-art Birthing Center.

Moving Surgery and non-obstetric inpatient care to civilian partner hospitals, with Navy physicians providing the care.

We recognize that change, even positive change, can be difficult, and we want to give you the most accurate information possible. We have included a number of frequently asked questions in this brochure, but you may have other questions too. For more information, please feel free to contact your provider, one of our outstanding patient contact representatives, or the Commanding Officer (CO).

## What is changing?

**Our current Urgent Care Center (UCC) will be transitioned into an expanded Medical Home Port Clinic.** As a result the UCC will close, and our Medical Home Port will have evening and weekend hours.

**Surgeries and non-obstetric Inpatient care will move to civilian partner hospitals.** The care will still be provided by Navy physicians, just in a different facility.

We will have a **24/7 nurse advice line** which beneficiaries can call to obtain medical advice and, if needed, a next-day appointment with their primary care team.

What is not changing is our mission of “Caring for People” and our commitment to providing the best care for every person who relies on us for care.

## Why are we making these changes?

The Federal Government, and the Navy are facing significant financial challenges, which requires us to focus our resources where they will do the most good. We believe these changes will save a significant amount of money while actually improving the care we provide.

## How will these changes improve care?

By moving care to an expanded Medical Home Port, patients will be able to see their team on evenings and weekends, and will also be able to make appointments during these times, which is not currently possible. In addition, the expanded pharmacy hours will increase convenience. For surgery, our civilian partner hospitals have Intensive Care Units and other inpatient facilities we do not, which will allow our surgeons to provide a wider range of surgical care than they can at NHOH. Finally the improved birthing center will allow mothers to stay in the same room throughout their stay, and also will permit fathers to stay in the room with mom and baby.

## When will these changes occur?

The Medical Home Port expanded hours will begin 27 JAN 14, and the Urgent Care Center will close 1 FEB 14. The nurse advice line will also start 1 FEB 14. Surgery and inpatient care will move by 1 APR 14.

## What will the hours be for the Expanded Medical Home Port?

For Family Medical Home, 0730 – 1800 Monday – Friday, 0900 – 1200 Weekends (1000 – 1200 for Pediatric Medical Home). The medical home will be closed on Federal holidays. Aviation Medical Home (active duty only) will continue with its current hours.

## How can I reach the Nurse Advice Line?

We will have a toll-free number which we will publicize as soon as it is available.

## Can I use a civilian Urgent Care?

Yes, but TRICARE PRIME patients must have prior authorization from the Nurse Advice Line, or they may face extra charges for the visit.

## Will Labor and Delivery remain at NHOH?

Yes. Our maternity services will remain here. Indeed, pending funding availability, we are planning to expand and improve our Labor and Delivery area to allow fathers to stay overnight with the mother and baby in the same room. Our OB/GYN Clinic will also be improved and enlarged as part of this process.

## What if I have a need for care after the Medical Home Port is closed?

For emergencies, you should call 911 immediately. For non-emergencies, the first call should be to the nurse advice line, where a specially trained registered nurse can advise you on the best course of action based on your specific situation, and can also give you a next-day appointment with your medical home team.