

### Our Pledge to You:

We are confident that you will be pleased with the improvements that Medical Home Port will bring to your care. If you have any questions, please speak to the Clinic Manager.

### Partner with us to help improve your quality of care by:

- Coming prepared with your family medical history.
- Bring a list of all immunization records.
- Bring a list of any other providers you or your family member sees as well as their contact information.
- Ask for help in creating and sharing a complete record of your care.

### Access and Communication:

We would like to be available when you need us. Please ask about any special communication or access needs that you or your family members have. We have “policies” with your needs in mind. For example:

- When you call for a “sick” appointment, you will be assessed and seen the same day if medically indicated.
- If you are referred to a specialist, we will share information with them (with your permission) and with you if you requested in 3 business days

### Referral for Specialty Care:

Our goal is that Naval Medical Center Portsmouth provides your family’s specialty care needs, but access is not always available.

If you or your family members will be seen by non-military treatment facility providers, we will need you to provide us with that information to ensure that we receive all medical reports from them.

### Clinic Hours:

Monday - Sunday, 7:00 am – 7:00 pm

### Your Health Care Teams:

#### Green Team:

Rhonda Wallace, DO  
Alyn Caulk, MD  
Lisa Cordero, NP  
Gregory Woodson, PA  
Bonnie Scott, NP

#### Red Team:

Florisa Singson, MD  
Darlene Oduyelu, MD  
Karen Charlton, NP  
Allison Ibanez, NP  
Christopher Probst, PA

#### Blue Team:

Aron Boney, MD  
Kelly McDonald, MD  
Michael O’Leary, PA  
Brittany Allred-Hout, PA

#### Peds Team

Gary Krebs, MD  
Walter Marchlewski, MD  
James Dolney, MD  
Charles Rathke, MD  
Uyen Le-Jenkins, PNP  
Rosario Bermisa, MD

### Contact Us:

**TRICARE Hampton Roads Appointment Center**  
Military Treatment Facility Direct Care Appointments  
1-866-MIL-HLTH (1-866-645-4584)

**TRICARE information**  
1-877-TRICARE (1-877-874-2273)

**During Office Hours:**  
Front Desk (757) 953-8351 Option 4

**Clinic Manager:**  
Ms. Leanne Slagle (757) 953-8202

**For Care Needed After Office Hours:**  
(757) 953-8351 Option 4

For Online Access to review your medical record, schedule appointments, request referrals, review lab results, refill prescriptions, and receive non-urgent clinical advice within 1-3 business days, use:

[www.relayhealth.com](http://www.relayhealth.com) OR [www.tricareonline.com](http://www.tricareonline.com)

**Recommended health tools/resources:**  
[www.hnfs.com](http://www.hnfs.com)  
[www.MilitaryOneSource.com](http://www.MilitaryOneSource.com).

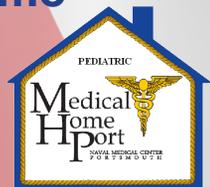


# Naval Medical Center Portsmouth

## ADM Joel T. Boone Branch Health Clinic



**Your Family-Centered  
Medical Home**



## What is a Family-Centered Medical Home Port?

The Medical Home Port is accessible, continuous,



comprehensive, family-centered, coordinated, compassionate and culturally effective care.

This means that we, as your Medical Home, are a central resource for all of your family's health care needs. In a Medical Home Port, your doctor, nurse practitioner or physician's assistant — and their staff who see your family for routine checkups — ensure that you feel that you are the most important part of the health care team. You are welcome and invited to participate in all aspects of your care.

As your Medical Home Port, we will also help you find needed information and resources, such as information about:

- Specialists
- Health conditions/latest treatments
- Nutrition education
- Healthy lifestyle programs
- Immunizations
- Home care, equipment and vendors
- Support services for your family
- Behavioral health information
- Preventive Health Screenings

## A Medical Home Port includes:

- A partnership between your family and your primary care clinician.
- A relationship based on mutual trust and respect.
- Connections to support and services to meet your family's needs.
- Respect for your family's cultural and religious beliefs.
- After-hours and weekend access to medical consultation .
- Families who feel supported in caring for their children.
- Your primary care clinician working with a team of specialty providers.



## Benefits of Medical Home Port:

- You regularly see the same primary care clinician and office staff who know you and your family;
- Who partner with you in coordinating care
- Exchange information with you honestly and respectfully as you learn from one another.
- Your family feels supported in finding resources for all stages of growth and development of your children.
- Your family is connected to information and family support organizations.
- Your Medical Home Port partnership promotes health and quality of life throughout the life stages

## As your Medical Home Port, we will:

- Take care of you and your family whether sick or well with emphasis on health promotion, disease prevention and wellness education
- Help you plan your care and/or set goals for care, now and in the future
- Talk with you about any testing or treatment that you or your family may need
- Work with you and other care providers to coordinate care

## Tips for Building Medical Home Port partnerships:

When you visit your primary care clinician's office:

- Bring a list of questions or concerns to discuss.
- Share information on how you or your family member is changing (progressing, regressing, etc.).
- Ask if there are resources that may be available to you.
- Ask about how to get care after hours, if needed.
- Ask to meet the office staff that will be working with you and your family (nurses, referral coordinator, billing person, etc.).
- Please contact us prior to going to the Emergency Room/Urgent Care Center. We may be able to help expedite your medical care.

