



Navy and Marine Corps Public Health Center

Welcome Aboard



NAVY AND MARINE CORPS PUBLIC HEALTH CENTER
PREVENTION AND PROTECTION START HERE

ADMINISTRATION

Welcome

Congratulations on your orders to Navy and Marine Corps Public Health Center (NMCPHC), Portsmouth, Virginia and Welcome Aboard!

Assignment of Command Sponsor

Please contact the Sponsor Coordinator at:

usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-sponsor@mail.mil. Sponsors are chosen as soon as you are identified in the command as a prospective gain. Your sponsor will send you a letter that will include his/her address and phone number and general information about the area.

"Please fill out and return the [prospective gain questionnaire](#) to your sponsor and cc the sponsor coordinator at: usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-sponsor@mail.mil. This will assist us in the determination of services you will need (require) during your change of duty station."

Completed Prospective Gain Questionnaire Forwarding Instructions

1. Please copy the above sponsor coordinator e-mail address for later use.
2. Please click on the above blue highlighted prospective gain questionnaire to open and complete.
3. When finished, please click on the envelope icon located in the upper left-hand corner of the tool bar.
4. A text box (send files) will appear at the right side of your completed questionnaire.
5. Ensure that "Attach to Email" is selected.
6. Click on the "attach box".
7. An Adobe Acrobat test box will appear with three choices. Choose "send copy".
8. Please paste sponsor coordinator's e-mail address in the "To" block.
9. Please click on "send".

If you have any questions concerning your move to the area, feel free to give your sponsor a call, or call the Administration Department – Commercial: (757) 953-0700, or DSN: (377) 0700. We are here to assist you to make your move as pleasant and trouble-free as possible.

Family support: our Ombudsman is here to assist your family in their relocation process. Please read over the “Welcome Aboard: Letter from the Ombudsman”, found on page 4 of this document. The “Family Check-In Form for Ombudsmen” will be sent to you with your welcome aboard package, and should be turned in upon arrival to NMCPHC.

Welcome Aboard Package

If you have not received a Welcome Aboard Package from NMCPHC and your transfer date is getting closer, please contact the Administration Department – Commercial: (757) 953-0700/0841 or DSN: (377) 0700/0841.

Check-In Procedures

You are required to report to NMCPHC within 24 hours of arrival. The effective date to start any entitlements you may have is based according to your report date to the command.

Our Contact Information

Navy and Marine Corps Public Health Center

620 John Paul Jones Circle, Suite 1100

Portsmouth, VA 23708-2103

Commercial: (757) 953-0700 or DSN: (377) 0700.

CDO: (757) 621-1967

How Do I Find My Way to NMCPHC?

From Norfolk International Airport

Exit the Airport Complex on Azalea Garden Road. Turn left onto Military Highway. Go about 3 miles then enter I-264 towards Norfolk. Take the Portsmouth exit ramp. Go through the tunnel. Upon exiting the tunnel, take the first exit on the right, continue straight to Effingham Street. Turn right onto Effingham Street. Follow Effingham Street to the Naval Medical Center Portsmouth (NMCP).

From Newport News Airport

Take I-64 East toward Norfolk/VA. Beach. Take I-664 South (which is Exit 264) and proceed through Monitor/Merrimac Bridge Tunnel to junction 264 East (Exit 15A). Follow 264-East to Effingham Street (Exit 7B). Take exit 7B (last exit before Portsmouth/Norfolk tunnel). Follow Effingham to the Naval Medical Center Portsmouth (NMCP).

From Fort Lee

Take I-95 South toward Rocky Mount NC/Norfolk. Take the RIVES RD exit, EXIT 47, toward VA-629. Turn LEFT onto RIVES RD. Turn right onto COUNTY DR/US-460. Continue to follow US-460E. Merge onto US-13N/ US-460E/ US-58E toward VA-10 W/ Newport News/Norfolk/VA Beach. Merge onto I-664 S/ Hampton Roads Beltway toward I-264 E/ Portsmouth/ I-64/Norfolk/US-13 N/ VA Beach. Merge onto I-264 E via EXIT 15A on the LEFT toward PORTSMOUTH/ NORFOLK...Take the VA-141 N/ Effingham Street exit, EXIT 7B, toward CRAWFORD. Merge onto Effingham Street toward NAVAL HOSPITAL. Follow Effingham Street to the Naval Medical Center Portsmouth (NMCP).

Military - After showing identification at NMCP main gate, proceed to parking garage. On the second floor of parking garage there is a walk over bridge that leads to the food court on the second floor of building 3. Go past all the food eateries and you will see elevator banks on the right-hand side of the hallway. Proceed to the side nearest the Navy Exchange and take to the 10th floor. On 10th floor, take a left out of elevator. You will come to double glass doors. Proceed through the doors, turn to your left, last office cube on the left is where the Command Sponsor Coordinator is located.

Civilians - After showing identification at NMCP main gate, proceed to parking garage. On the second floor of parking garage there is a walk over bridge that leads to the food court on the second floor of building 3. Go past all the food eateries and you will see elevator banks on the right-hand side of the hallway. Proceed to the side nearest the Navy Exchange and take to the 3rd floor, HRO. On the 3rd floor, you will take a left off of elevator and please proceed down the hallway to the last door the end of the hallway to HRO.

Welcome Aboard: Letter from the Ombudsman

Welcome to Navy and Marine Corps Public Health Center,

My name is Marité Hoffman and it's a great honor to serve you and your family as the Command's Ombudsman. I have been married to the military for about 21 years now and I understand that serving our country as a member, spouse, or child is sometimes challenging. I am here to help your family with some of the problems and concerns that you might come across during your service at our command.

As Ombudsman, my primary responsibility is to assist Navy families. We act as a liaison between the command and their families, especially as a referral agent. The Ombudsman's job is to help empower people to solve their problems, not to fix everything for them. The Ombudsman program belongs to the command and is shaped by the Commanders view of the needs of NMCPHC families. An Ombudsman is a voluntary, but trained, military spouse appointed by the Commanding Officer and serves two important roles as both a communication link between the Commander and command family members and as a professionally trained information and referral specialist. I work under the guidance of selected command leadership members, the Command Master Chief and the Commanding Officer.

While serving as an Ombudsman, I am committed to support our command's mission, maintaining strict confidentiality and working within the chain of command as I am directed. Yours, or your family's questions, comments, concerns, etc. will be treated as described in OPNAVINST 1750.1G- the Navy Family Ombudsman instruction. This instruction establishes very strict guidelines and a code of conduct to be followed by all Ombudsmen.

*I produce an Ombudsman Newsletter which I send out, usually, via email, regarding command and base activities, community and military resources, and any emergency information. **Please make sure that you fill out your Family Check-In Form for Ombudsmen providing your family email address and street address.** I want you to know that I am here to help you and your family in any way I can. Do not hesitate in contacting me.*

*Please contact me at (904) 238-8476, my "normal" phone hours (**for referrals and non-emergency situations**) are between 4:00 PM and 7:00 PM. **For emergency situations, I'm here 24 hours a day.** If you get the answering service, please leave a message and a phone number where I can reach you. The same applies for texts or WhatsApp messages. I'll return your call as quickly as possible. You can also reach me anytime at NMCPHCOMBUDSMAN@yahoo.com, my phone checks this email account several times a day too.*