

ACCREDITATION

Naval Health Clinic, Patuxent River is accredited by The Joint Commission. Laboratory Services are accredited by the College of American Pathologists (CAP).



The Joint Commission accreditation acknowledges the commitment of Naval Health Clinic, Patuxent River to continuously meet rigorous national and world-wide health care standards. This accreditation validates the Clinic's dedication to continuous quality improvement.

To report any concerns, we ask that the public contact the customer service representative in the clinic or department. If additional assistance is required, the Customer Relations Officer (CRO) can be reached at 301-995-4980. If the problem cannot be resolved at the local level, the public may also contact The Joint Commission by calling 1-800-994-6610 or emailing complaint@jointcommission.org.

IMPORTANT NUMBERS

Appointment Line.....	301-342-1506
Quarterdeck.....	301-342-1418/1419
Aviation Medicine.....	301-342-1429
Behavioral Health.....	301-342-7628
NBHC Dahlgren.....	540-653-0282/79
NBHC Indian Head.....	301-744-4601
NBHC NAF Washington.....	240-857-2865
Case Management.....	301-995-7682
Customer Service.....	301-995-4980
Dental.....	301-342-1407/1408
Family Medicine.....	301-342-1506
Health Promotions.....	301-342-4050
Immunizations.....	301-342-2142
Industrial Hygiene.....	301-342-1014
Laboratory.....	301-342-2752
Medical Records.....	301-342-3082
Military Medicine.....	301-342-1429
Occupational Health.....	301-342-1496
Optometry.....	301-342-1499
Pediatrics.....	301-342-1506
Pharmacy.....	301-757-2605
Physical Therapy.....	301-342-7559
Preventive Medicine.....	301-342-4062
Public Health Services.....	301-342-1496
Radiology.....	301-342-1428
Referral Mgmt.....	301 757-7377
Safety.....	301-342-9503
Third Party Collections.....	301-342-1474
TRICARE.....	1-877-TRICARE
.....	1-877-874-2273
TTY.....	301-342-1688 or 711 (relay)

DIRECTIONS & PARKING

From Waldorf, take MD RT 5 south until it becomes Three Notch Rd / MD RT 235. After approximately 18 miles, turn left onto West Patrol Road at Gate 1, NAS Patuxent River. After the sentry, proceed on Buse Road for 0.8 miles and make a right into the parking area. Gate 2 entry: Follow Cedar Point Road to traffic light. Turn left onto Buse Road. The Clinic parking lot entrance is on the left.



We are a handicap accessible facility and provide handicap parking located at each entrance. **Naval Health Clinic Patuxent River is a smoke-free compound.**

HOURS AND GENERAL INFORMATION

Naval Health Clinic Patuxent River Hours of Operation:
Monday through Thursday: 0730 - 1800; Friday 0730-1600
Closed Saturdays, Sundays, and Federal Holidays.

Pharmacy Hours: Monday - Friday: 0800 - 1800
Closed on Saturdays, Sundays, and Federal Holidays

To schedule a medical appointment, call 301-342-1506 or go online at <https://www.tricareonline.com/welcome.do>
To schedule a dental appointment call, 301-342-1407/8

For medical or dental care **after-hours**, call 301-342-1506 and tell the operator you would like to speak to the provider on-call. Your call will be returned as soon as possible.

Naval Health Clinic Patuxent River is a smoke-free facility and compound

**Naval Health Clinic,
Patuxent River (NHCP)
47149 Buse Road, Bldg. 1370**



NAVAL HEALTH CLINIC, PATUXENT RIVER



WELCOME ABOARD!
**It is our Privilege to
Serve You!**

Naval Health Clinic Patuxent River

Rev. Date: 02/04/2010

ABOUT US

MISSION

The mission of the Naval Health Clinic Patuxent River is to promote, maintain and restore the health and readiness of all entrusted to us, anytime, anywhere.

VISION

As one team, we will exceed customer and staff expectations every day.



STRATEGIC GOALS

“Experience our Culture of PRIDE”

Deliver a quality **P**atient-Centered experience

Manage **R**esources effectively

Integrate clinics into a unified command

Develop our staff, our most important resource

Develop shared **E**xpectations that lead to team unity

LOCATIONS

The Command headquarters is located at the Naval Health Clinic, Patuxent River with Naval Branch Health Clinics at NSF Dahlgren, VA; Indian Head, MD; and NAF Washington, MD. Our facilities have varied hours of operation.

Please visit the clinic location page for specific hours <http://www.med.navy.mil/sites/paxriver/pages/index.htm> or call the Quarterdeck for more information: (301) 342-1418/1419.



SERVICES

Naval Health Clinic, Patuxent River provides comprehensive care including:

- Family Practice
- Military/Flight Medicine
- Pediatrics
- Behavioral Health
- Case Management
- Customer Service, Beneficiary Counseling & Debt Collection Assistance
- Dentistry (active duty only)
- Deployment Health
- Exceptional Family Member Program (EFMP)
- Immunizations
- Laboratory
- Medical Records
- Occupational Medicine & Industrial Hygiene
- Optometry
- Pharmacy
- Physical Therapy
- Preventive Medicine
- Radiology
- Substance Abuse Rehabilitation Program (SARP)
- TRICARE Service Center (walk-in service only)
- Visiting Specialty Clinics (Ophthalmology, Dermatology, Neurology, and Ear, Nose, and Throat (ENT))
- Wellness and Health Promotion



APPOINTMENTS

Appointment Line **301-342-1506**

Staffed from 0700-1800 Mon—Thu. and 0700-1600 Fri.

Please have ready:

- Sponsors social security number
- Name of medication & dosage for refills
- Changes to address, home or work phone numbers

For medical or dental care after-hours, call 301-342-1506 and tell the operator you would like to speak to the provider or dental officer on-call. Your call will be returned as soon as possible.

PHARMACY

The Pharmacy is **located at the Navy Exchange on Cuddihy Road**. Be sure to bring your military/family member ID card and your Other Health Insurance (OHI) card (if applicable).

Contact Number: **301-757-2605**

HOURS OF OPERATION:

- Monday - Friday: 0800 - 1800
- Closed Saturdays, Sundays, & Federal Holidays. (After normal hours, prescriptions can be filled at one of the local TRICARE Retail Pharmacies.

Pharmacy Locator:

<http://www.express-scripts.com/TRICARE/>

LONGEST WAIT TIMES:

- Daily 1030 - 1300 and 1530 - 1800
- Please plan your visit accordingly.

REFILLS:

- Allow three working days for refills.
- Plan ahead so you don't run out of medications.
- Prescription Refills by Phone: 1-800-377-1723.

• Refill your prescription online at:

<http://www.med.navy.mil/sites/paxriver/Pages/rx.htm>

TRICARE MAIL ORDER PHARMACY (TMOP)

<http://www.express-scripts.com/TRICARE/>

WEBSITES OF INTEREST

- Naval Health Clinic, Patuxent River: <http://www.med.navy.mil/sites/paxriver>
- TRICARE On-Line (appointments): <https://www.tricareonline.com/welcome.do>
- Joint Commission: www.jointcommission.org
- TRICARE Mail Order Pharmacy (TMOP): www.express-scripts.com/TRICARE
- HealthNet (TRICARE North) <https://www.hnfs.net/common/home/>
- Navy Monitor (Patient Satisfaction Survey) <https://navymedicinemonitor.imsgovt.com/>