



Navy and Marine Corps Force Health Protection Command

Welcome Aboard



NAVY AND MARINE CORPS FORCE HEALTH PROTECTION COMMAND
IMPROVING READINESS THROUGH PUBLIC HEALTH ACTION

Administration

Welcome

Congratulations on your orders to Navy and Marine Corps Force Health Protection Center (NMCFHPC), Portsmouth, Virginia and Welcome Aboard! We look forward to welcoming you on board and into the Navy and Marine Corps Force Health Protection Command Family.

NMCFHPC is committed to supporting Fleet and Marine Corps readiness and enhancing public health outcomes through our products and services.

We assist our customers to improve clinical outcomes and processes by analyzing patient care data to evaluate and identify programs and services across Navy Medicine that generate the greatest return on investment.

We provide force health protection through enhancement of organic preventive medicine, environmental health, and health promotion and wellness assets to ensure mission readiness and positive health outcomes to improve quality of life and prevent illness and its impacts.

We provide public health consultation and expertise to operating forces and shore command stakeholders across the Navy, Marine Corps, and joint environments to help guide best practices and procedures, resolve issues, and shape policy.

Assignment of Command Sponsor

Please contact the Sponsor Coordinator at:

usn.hampton-roads.navmcpubhlthcenpors.list.nmcpbc-sponsor@health.mil. Sponsors are chosen as soon as you are identified in the command as a prospective gain. The Command Sponsor Coordinator will contact you upon receipt of your orders to ensure your prospective gains questionnaire has been completed in NSIPS. Once the questionnaire is complete the Command Sponsor Coordinator will assign you a sponsor to best suit your needs.

If you have any questions concerning your move to the area, feel free to give your sponsor a call, or call the Administration Department or the Command Sponsor Coordinator, their numbers are listed on the next page. We are here to assist you to make your move as pleasant and smooth 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.

Welcome Aboard

Along with this information you will also receive a TRICARE Tidewater letter, information on things to do in the area, our most recent Ombudsman newsletter, and our most up to date Enterprise newsletter. If you want or need further information you can contact your assigned sponsor or the Command Sponsor Coordinator.

Check-In Procedures

You are required to report to NMCFHPC within 24 hours of arrival to the Hampton Roads Area. The effective date to start any benefits you may be entitled to is based upon your report date to the command.

Reporting

All new check-in should arrive in the appropriate dress uniform, according to the season. Our Uniform of the Day at NMCFHPC is NWU or NSU.

Our Contact Information

Navy and Marine Corps Force Health Protection Command

620 John Paul Jones Circle, Suite 1100

Portsmouth, VA 23708-2103

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

Command Sponsor Coordinator: (757) 953-0920 or DSN: 377-0920.

Command Career Counselor: (757) 953-0920 or DSN: 377-0920.

Command Duty Officer: (757) 390-1428.

How Do I Find My Way to NMCFHPC?

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, stay in the right lane of 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 NMCP.

Arriving On Base:

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.

Military: Proceed to the elevators nearest the Navy Exchange and take to the 10th floor. On 10th floor, when you exit the elevator there will be a phone on the wall in front of you and double doors to the right, which require a badge for entry. Use the phone and dial 3-0700 to request entry.

Civilians: Proceed to the elevators or stairs across from the auditorium and take to the 3rd floor, HRO. On the 3rd floor, you will take a right out of the elevator and proceed down the hallway to the last door at the end of the hallway to HRO.

Ombudsman Letter

Welcome Aboard: Letter from the Ombudsman

Welcome to Navy and Marine Corps Force Health Protection Command,

My name is Jane Lee and it's a great honor to serve you and your family as the Command's Ombudsman. I am married to a member of the military service. 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 Commander's view of the needs of NMCFHPC 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 (757) 355-0505, 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 messages. I'll return your call as quickly as possible. You can also reach me anytime at NMCFHPCOMBUDSMAN@GMAIL.COM, my phone checks this email account several times a day too.*