Welcome to NAVAL HOSPITAL Jacksonville
Our hospital and branch health clinics
Albany | Jacksonville | Key West | Kings Bay | Mayport

2016 PATIENT GUIDE
Partnering with you on all your health care needs—urgent, preventive and routine

Email your team at www.RelayHealth.com

Transforming primary care—with you in the center of a team of caregivers
Table of Contents

44 Access to Care
44 Accreditation
11 Active Duty & Reservists
20 Admissions (Hospital): (904) 542-7811
20 Advance Directives (Hospital): (904) 542-7811
25 Allergy Clinic (Hospital): (904) 542-7791
(Internal Medicine)
16 Ambulance: 911 (see Emergency Care):
42 American Red Cross:
Hospital: (904) 542-7525
NBHC Mayport: (904) 270-4365
23 Anesthesiology (Hospital): (904) 542-7632
44 Appointment Lines (see Access To Care):
Hospital: (904) 542-4677 or (800) 529-4677
NBHC Albany: (229) 639-7886
NBHC Jacksonville: (904) 546-7094
NBHC Key West: (305) 293-4834
NBHC Kings Bay: (912) 573-6450
NBHC Mayport: (904) 270-3248
25 Audiology (Hospital): (904) 542-7465
(Ear, Nose & Throat)
11 Aviation Medicine:
NBHC Jacksonville:
Appointment Line: (904) 546-7130
Front Desk: (904) 546-7097
NBHC Key West: (305) 293-4851
NBHC Mayport: (904) 270-4343
19 Baby Friendly Certified
46 Base Access (Branch Health Clinics)
46 Base Access (Hospital)
19 Birth Certificates & DEERS Update
25 Breast Health Center (Hospital):
(904) 542-7857 / Cell: (904) 508-9830

Help us improve your care experience!
Patient Relations: (904) 542-9175
usn.jacksonville.navhospjxf.lis.customer-service-staff@mail.mil
At our BHCs, ask for Customer Relations.
19 Classes & Education
23 Collections (Hospital): (904) 542-7684/9776
   (see Discharge)
41 CO’s Care Line (see Patient Relations): (904) 542-2273
46 Counsel’s Office – JAG (Hospital): (904) 542-7816
23 CSSR/Central Supply (Hospital): (904) 542-7333
39 Decedent Affairs (Hospital): (904) 542-7584
46 DEERS: (800) 538-9552
11 Dental:
   Hospital: (904) 542-7540
   NBHC Albany: (229) 639-7871
   NBHC Jacksonville: (904) 546-7100/7101/7102
   NBHC Key West: (305) 293-4818/4819
   NBHC Kings Bay: (912) 573-4212
   NBHC Mayport: (904) 270-4460
11 Deployment Health Center (NBHC Jacksonville):
   (904) 546-7099/7110
26 Dermatology (Hospital): (904) 542-7912
26 Diabetes Nurse Educator: (904) 542-7639
11 Disability Counselor (Hospital): (904) 542-7569
23 Discharge
26 Ear, Nose & Throat (Hospital): (904) 542-7465
16 Emergency Care:
   Hospital ER: (904) 542-7341
23 Endoscopy (Hospital): (904) 542-7806
39 Exceptional Family Member Program (EFMP):
   Hospital: (904) 542-7348
   NBHC Albany: (229) 639-7886
   NBHC Jacksonville: (904) 542-7348
   NBHC Key West: (305) 293-4842
   NBHC Kings Bay: (912) 573-2618
   NBHC Mayport: (904) 270-4204/4386
16 Expecting & New Parents
29 Family Medicine – Medical Home Port Teams:
   Hospital - Green, Red, White and Yellow
   Teams: (904) 542-4677
   NBHC Albany - Olive Team: (229) 639-7884/7886
   NBHC Jacksonville - Silver Team: (904) 546-7107
   NBHC Key West - Gold Team: (305) 293-4834/4850
   NBHC Kings Bay - Black & Maroon Teams:
      (912) 573-8801
   NBHC Mayport – Gray Team: (904) 270-4270; and
      Orange Team: (904) 270-4220
11 Fleet Medical Liaison (Hospital): (904) 542-9256
47 Fraud, Waste & Resource Abuse Hotline:
   (904) 542-7727
29 Gastroenterology (Hospital): (904) 542-9473/7806
   (Internal Medicine)
24 General Surgery (Hospital): (904) 542-7600
53 Get Connected: (904) 542-7820
40 Health Care Resolutions: (904) 542-7009
   Cell: (904) 508-5290
30 Health Promotions/Wellness Center:
   Hospital (Building 867, next to NAS Jacksonville
      Fitness Center): (904) 542-5292/5293
   NBHC Albany: (229) 639-7964/9535
   NBHC Jacksonville: (904) 546-7062
   NBHC Key West: (305) 293-2570
   NBHC Kings Bay (at NSB King Bay Fitness Center):
      (912) 573-4237
   NBHC Mayport: (904) 270-5251
56 Hospital Map
40 Hospital United Grief Support “HUGS” (Hospital):
   (904) 382-4261
30 Immunizations:
   Hospital: (904) 542-7810 ext. 2
   NBHC Albany: (229) 639-7815/7886
   NBHC Jacksonville: (904) 546-7050
   NBHC Key West: (305) 293-3929
   NBHC Kings Bay: (912) 573-8250
   NBHC Mayport: (904) 270-4305
47 Information & Release of Information
20 Inpatient Care & Surgery
23 Intensive Care Unit (Hospital): (904) 542-7640
30 Internal Medicine (Hospital) – Medical Home Port
   Team: Blue Team: (904) 542-7276
40 Interpreters/Language Line: (904) 542-7300
   (ask for OOD)
47 JAG – Counsel’s Office (Hospital): (904) 542-7816
23 Labor & Delivery (Hospital): (904) 542-7705/7704
15 Laboratory:
   Hospital: (904) 542-7380
   NBHC Albany: (229) 639-7838/7886
   NBHC Jacksonville: (904) 546-7131/7104
   NBHC Key West: (305) 293-3946/2570
   NBHC Kings Bay: (912) 573-4265
   NBHC Mayport: (904) 270-4302
19 Lactation Nurse (see Baby Friendly Certified):
   Hospital: (904) 542-9671/ Cell: (904) 250-6374
   NBHC Mayport: (904) 270-4289
47 Late Policy
24 Maternal Infant Unit (Hospital): (904) 542-7709/7708
12 Medical Boards (Hospital): (904) 542-7568/7591
40 Medical Home Port:
   Hospital:
      Family Medicine – Green, Red, White and Yellow
         Teams: (904) 542-4677
      Internal Medicine – Blue Team: (904) 542-7276
      Pediatrics – Purple Team: (904) 542-7302
      NBHC Albany – Olive Team: (229) 639-7884/7886
      NBHC Jacksonville – Silver Team: (904) 546-7107
      NBHC Key West – Gold Team: (305) 293-4834/4850
      NBHC Kings Bay – Black and Maroon Teams:
         (912) 573-8801
      NBHC Mayport:
         Family Medicine – Gray Team: (904) 270-4270;
            and Orange Team: (904) 270-4220
         Pediatrics – Pink Team: (904) 270-4210
Medical Records:  
Hospital: (904) 542-7581/Fax (904) 542-7281  
NBHC Albany: (229) 639-7827/7886  
NBHC Jacksonville: (904) 546-7108/7109  
NBHC Key West: (305) 293-4833/3958  
NBHC Kings Bay: (912) 573-4242  
NBHC Mayport: (904) 270-4242

Medicare: (800) 772-1213

Mental Health:  
Hospital (Building 2034): (904) 546-6351/6352  
NBHC Jacksonville (Deployment Health Center):  
(904) 546-7099/7110  
NBHC Kings Bay: (912) 573-4524  
NBHC Mayport: (904) 270-4280

Minors

Multi-Service Unit (Hospital): (904) 542-7180

Neurology (Hospital): (904) 542-7373

New to Area

Newborn Clinic (Hospital): (904) 542-9716

Nuclear Medicine (Hospital): (904) 542-7940/7044

Nurse Advice Line (see Access To Care):  
800-TRICARE (800-874-2273)

Nutrition (Hospital): (904) 542-9786

Obstetrics & Gynecology (OB/GYN):  
Hospital: (904) 542-7419  
NBHC Key West: (305) 293-4834/4850  
(Family Medicine)  
NBHC Mayport: (904) 270-4270

Occupational Health:  
Hospital: (904) 542-7297  
NBHC Albany: (229) 639-5557  
NBHC Jacksonville: (904) 546-7113  
NBHC Key West: (305) 293-3904  
NBHC Kings Bay: (912) 573-3638  
NBHC Mayport: (904) 270-4347/4345/4346

Occupational Therapy:  
Hospital: (904) 542-7375

Ophthalmology (Hospital):  
(904) 542-7680/7681/Fax (904) 542-7687

Optometry:  
NBHC Jacksonville: (904) 546-7129  
NBHC Key West: (305) 293-4849  
NBHC Kings Bay: (912) 573-4227  
NBHC Mayport: (904) 270-4328

Orthopedics (Hospital): (904) 542-7365

Other Health Insurance

Outpatient Clinics
41 Patient Administration (Hospital): (904) 542-7568/9073

42 Patient Advisory Council (Hospital): (904) 542-9175

41 Patient Relations:
Hospital: (904) 542-9175/9413,
e-mail: usn.jacksonville.navhospjaxfl.list.customer-service-staff@mail.mil
NBHC Albany: (229) 639-9535
NBHC Jacksonville: (904) 546-7069
NBHC Key West: (305) 293-3929
NBHC Kings Bay: (912) 573-4458
NBHC Mayport: (904) 270-4282

49 Patient Safety

35 Pediatrics – Medical Home Port Teams:
Hospital – Purple Team: (904) 542-7302
NBHC Mayport – Pink Team: (904) 270-4210

42 Pet Visitation Program “Canine Corps” (Hospital):
(904) 542-7635

12 PHA/Pre- and Post-Deployment Health:
NBHC Albany: (229) 639-7884/7886
NBHC Jacksonville:
PHA (904) 546-7047/7055/7168
Pre- and Post-Deployment: (904) 546-7099/7110
NBHC Key West: (305) 293-4844/4834
NBHC Kings Bay: (912) 573-4251
NBHC Mayport: (904) 270-4401

14 Pharmacy:
Refills: (800) NAV-PHAR (628-7427) or www.TRICAREonline.com

36 Physical Therapy:
Hospital: (904) 542-7375
NBHC Kings Bay: (912) 573-4460
NBHC Mayport: (904) 270-4265

36 Podiatry:
Hospital: (904) 542-7365 (Orthopedics)
NBHC Mayport: (904) 270-4238
(Primary Care/Family Medicine)

44 Policies & Information
12 POMI (Hospital): (904) 542-9140/9142

42 Preventive Medicine/Environmental Health:
Hospital: (904) 542-8397
NBHC Albany: (229) 639-7815/9839
NBHC Jacksonville: (904) 546-7025/7024
NBHC Key West: (305) 293-3899/4853
NBHC Kings Bay: (912) 573-4253
NBHC Mayport: (904) 270-4346
13 Primary Care Clinics – Medical Home Port Teams:  
(also see Family Medicine)  
Hospital – Green, Red, White and Yellow Team:  
(904) 542-4677  
NBHC Albany – Olive Team: (229) 639-7884/7886  
NBHC Jacksonville – Silver Team: (904) 546-7107  
NBHC Key West – Gold Team: (305) 293-4834/4850  
NBHC Kings Bay – Black and Maroon Teams:  
(912) 573-8801  
NBHC Mayport – Gray Team: (904) 270-4270;  
and Orange Team: (904) 270-4220  

37 Programs & Classes  
36 Pulmonology:  
Hospital: (904) 542-7481/7276 (Internal Medicine)  

15 Radiology:  
Hospital: (904) 542-7363/7729  
Breast Care Coordinator: (904) 542-7857  
MRI/Fluoroscopy: (904) 542-9693  
CT: (904) 542-7604  
Leading Chief Petty Officer: (904) 542-7803  
Mammogram and Breast Ultrasound scheduling:  
(904) 542-9360  
Nuclear Medicine: (904) 542-7940  
Ultrasound scheduling: (904) 542-9474  
NBHC Albany: (229) 639-7814/7863  
NBHC Jacksonville: (904) 546-7112  
NBHC Key West: (305) 293-3908/3909  
NBHC Kings Bay: (912) 573-3812  
NBHC Mayport: (904) 270-4223  

24 Rapid Response Team (Hospital): (904) 542-7878  
13 REACH: (904) 542-6665  
42 RelayHealth:  
www.RelayHealth.com or (866) 735-2963  
42 Ribbons & Roses (Hospital): (904) 542-7857  
25 Same Day Surgery (Hospital): (904) 542-7747  
50 Security (Hospital): (904) 542-7545  
13 Sick Call:  
NBHC Albany: (229) 639-7886  
NBHC Jacksonville: (904) 546-7094  
NBHC Key West: (305) 293-4834  
NBHC Kings Bay: (912) 573-8801  
NBHC Mayport: (904) 270-4220  

36 Sleep Disorders Clinic (Hospital): (904) 542-9071  
50 Smoking & Tobacco:  
(see Health Promotions/Wellness Center)  
36 Sports Medicine (NBHC Mayport): (904) 270-4265  
37 Substance Abuse Rehabilitation Program (SARP):
Hospital (Building 2034): (904) 546-6302
NBHC Albany: (229) 639-7941/5252
NBHC Key West: (305) 293-3857/4855/4860
NBHC Kings Bay: (912) 573-4524
NBHC Mayport: (904) 270-4350

13 Suitability Screening:
NBHC Albany: (229) 639-7984/7886
NBHC Jacksonville: (904) 546-7004/7053/7060
NBHC Key West: (305) 293-4842
NBHC Kings Bay: (912) 573-6021
NBHC Mayport: (904) 270-4401

24 Surgery (Hospital):
General Surgery: (904) 542-7600
Same Day Surgery: (904) 542-7747

50 TRICARE Active Duty Family Member Dental Plan: (855) 638-8371
50 TRICARE Claims Assistance: (800) 403-3950
50 TRICARE Express Scripts (pharmacy): (877) 363-1303
50 TRICARE Extra/Standard: (800) 444-5445
50 TRICARE For Life: (866) 773-0404
50 TRICARE Health Benefits Advisors (HBAs):
Hospital: (904) 542-9165
NBHC Albany: (229) 639-5544
NBHC Key West: (305) 293-4543/4869
NBHC Kings Bay: (912) 573-4228
NBHC Mayport: (904) 270-4255

51 TRICARE Online: www.tricareonline.com
14 TRICARE Pharmacy Home Delivery:
(877) 363-1303
15 TRICARE Pharmacy Retail Network:
(877) 363-1303
51 TRICARE Prime: (800) 444-5445
51 TRICARE Referral Desk: (904) 542-4677 (option 6)
51 TRICARE Retiree Dental Plan: (888) 838-8737
51 TRICARE Value Options (Mental Health): (800) 700-8646
50 TRICARE website: www.tricare.mil
51 TRICARE Young Adult: (800) 444-5445
13 Undersea Medicine (NSSC Kings Bay):
(912) 573-2939

16 Urgent Care:
Hospital ER: (904) 542-7341

37 Urology (Hospital): (904) 542-7488
51 Veterans Affairs: (877) 222-8387
46 Visitors (see Base Access)
42 Volunteers

30 Wellness Center/Health Promotions:
Hospital (Building 867, next to NAS Jacksonville Fitness Center): (904) 542-5292/5293
NBHC Albany: (229) 639-7964/9535
NBHC Jacksonville: (904) 546-7062
NBHC Key West: (305) 293-2570
NBHC Kings Bay (at Fitness Center): (912) 573-4237
NBHC Mayport: (904) 270-5251

25 What To Bring & What Not To Bring
13 Wounded Warrior – Safe Harbor (Hospital):
(904) 542-9581
NURSE ADVICE LINE (24/7): 800-TRICARE (800-874-2273)

Naval Hospital (NH) Jacksonville is comprised of the Navy's third largest hospital and five branch health clinics. We offer over 30 clinical specialty services to active duty, families, and retirees from all services—serving about 85,000 enrolled patients (those with a Primary Care Manager here) and 163,000 TRICARE beneficiaries.

**Hospital** - aboard NAS Jacksonville, Building 2080, 2080 Child St., Jacksonville, Fla. 32214
- **Appointments**: (904) 542-4677 or (800) 529-4677, Monday - Friday, 7 a.m. - 4 p.m.*
- **Medical Home Port Clinic Hours**: Monday - Thursday, 7:30 a.m. - 7 p.m.; Friday, 7:30 a.m. - 4:30 p.m.
- **Patient Relations**: (904) 542-9175/9413
- **Hospital Quarterdeck**: (904) 542 7300
- **NAS Jacksonville Quarterdeck**: (904) 542-2338

**Naval Branch Health Clinic (NBHC) Albany** - aboard MCLB Albany, Building 7000, 814 Radford Blvd., Albany, Ga. 31704
- **Appointments**: (229) 639-7886, Monday - Friday, 7:30 a.m. - 4 p.m.*
- **Medical Home Port Clinic Hours**: Monday - Friday, 7:30 a.m. - 4 p.m.
- **Customer Relations**: (229) 639-9535 or call Appointment Line and ask for Customer Relations
- **NBHC Information**: (229) 639-7886
- **MCLB Albany Quarterdeck**: (229) 639-5000 / (229) 639-5206

**Naval Branch Health Clinic (NBHC) Jacksonville** (active duly only) - aboard NAS Jacksonville Building 964 (corner of Enterprise Ave., Ajax St. and Birmingham Ave.), Jacksonville, Fla. 32214
- **Appointments**: (904) 546-7094, Monday - Friday, 6:30 a.m. - 4 p.m.*
- **Medical Home Port Clinic Hours**: Monday - Friday, 7 a.m. - 4 p.m.
- **Customer Relations**: (904) 546-7069 or call Appointment Line and ask for Customer Relations
- **NBHC Information**: (904) 546-7096
- **NAS Jacksonville Quarterdeck**: (904) 542-2338

Medical Home Port - Family Medicine Green, Red, White, and Yellow Teams; Internal Medicine Blue Team; Pediatrics Purple Team
Naval Branch Health Clinic (NBHC) Key West - NAS Key West, Building L-48, 1300 Douglas Cir., Key West, Fla. 33040
  • Appointments: (305) 293-4834, Monday - Friday, 7:30 a.m. - 5 p.m.*
  • Medical Home Port Clinic Hours: Monday - Friday, 7:30 a.m. - 5 p.m.
  • Customer Relations: (305) 293-3929 or call Appointment Line and ask for Customer Relations
  • NBHC Information: (305) 293-4600
  • NAS Key West Quarterdeck: (305) 293-2268

Naval Branch Health Clinic (NBHC) Kings Bay - aboard NSB Kings Bay, Building 1028, 881 USS James Madison Rd. Kings Bay, Ga. 31547
  • Appointments: (912) 573-6450, Monday - Friday, 7 a.m. - 4 p.m.*
  • Medical Home Port Clinic Hours: Monday - Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 5 p.m.;
    last Friday of the month, 7 a.m. - 11:30 a.m.
  • Customer Relations: (912) 573-4458 or call Appointment Line and ask for Customer Relations
  • NBHC information: (912) 573-4215
  • NSB Kings Bay Quarterdeck: (912) 573-2020

Naval Branch Health Clinic (NBHC) Mayport - aboard NS Mayport, Building 2104, 2104 Massey Ave., Jacksonville, Fla. 32228
  • Appointments: (904) 270-3248, Monday - Friday, 7 a.m. - 4 p.m.*
  • Medical Home Port Clinic Hours: Monday - Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 4:30 p.m.;
    Saturday, 8 a.m. - noon
  • Customer Relations: (904) 270-4282 or call Appointment Line and ask for Customer Relations
  • NBHC information: (904) 270-4303
  • NS Mayport Quarterdeck: (904) 270-5401

* On federal holidays, appointment lines are closed. The Nurse Advice Line is available 24/7/365.

CALL 911 FOR EMERGENCIES

“Welcome to Naval Hospital Jacksonville, where our priority is to heal our nation’s heroes and their families. We take pride in meeting all of your health care needs — urgent, preventive and routine. It is an honor and privilege to include you in Naval Hospital Jacksonville’s family. We look forward to Exceeding Your Expectations Everyday.”

Capt. John Le Favour, Ph.D., FACHE
Commanding Officer
Naval Hospital Jacksonville
Anonymous...
SAFE Helpline: 877.995.5247
safehelpline.org

Restricted reporting...
confidential disclosure & no investigation

Unrestricted reporting...
official disclosure & investigation
ACTIVE DUTY & RESERVISTS

These services are unique to service members only—please see the rest of our Patient Guide for services available to all beneficiaries (active duty, families and retirees).

**Aviation Medicine**
Supports aviation health and safety, including special duty physical exams, general medicine and aviation mishap investigations.

NBHC Jacksonville:
- Appointment Line: (904) 546-7130
- Front Desk: (904) 546-7097
- NBHC Key West: (305) 293-4851
- NBHC Mayport: (904) 270-4343

**Case Management** (see pg. 39)

**Chiropractic**
Offers non-invasive treatment (primarily chiropractic manipulation) of neuro-musculoskeletal conditions.

Hospital Central Tower, 1st Floor (Physical Therapy & Occupational Therapy), (904) 542-7375

**Dental**
Provides general dentistry and oral surgery.

Hospital (Central Tower, 2nd Floor): (904) 542-7540
- NBHC Albany: (229) 639-7871
- NBHC Jacksonville: (904) 546-7100/7101/7102
- NBHC Key West: (305) 293-4818/4819
- NBHC Kings Bay: (912) 573-4212
- NBHC Mayport: (904) 270-4460

**Deployment Health Center (DHC)**
Provides pre- and post-deployment services for all branches of active duty, active reserve and National Guard, and families across Florida and Georgia. DHC also offers operational stress classes; individual, couples and group treatment; and operational command briefs and intervention. Serves hospital and branch health clinics.

NBHC Jacksonville: (904) 546-7099/7110

**Disability Counselor** (see Medical Boards pg. 12)
Facilitates the Disability Transition Assistance Program class and helps active duty and reservists in the Physical Evaluation Board process. Serves hospital and branch health clinics.

Hospital Central Tower, 2nd Floor, Room 2026, (904) 542-7569

**Fleet Medical Liaison**
Facilitates communications between operational commands and military treatment facilities. Assists with scheduling appointments and other personnel issues affecting operational commands.

Hospital Central Tower, 2nd Floor, Room 2013A, (904) 542-9256

---

ARE YOU NEW TO THE AREA?

- Call DEERS at (800) 538-9552 to update your address.
- Change your Primary Care Manager (PCM) by calling (800) 444-5445 or https://www.dmdc.osd.mil/appj/bwe
- Go to Medical Records to register, update address/telephone, turn in records and submit health insurance information. Please keep us updated with any changes.
- If you are moving with school-age children, see the Florida Department of Health or Georgia Department of Education websites.

We have PCMs available at our hospital and branch health clinics. Our expert clinicians have the same education as their private-sector colleagues—and also have experience on battlefields, at sea and on humanitarian and disaster-relief missions.
**Medical Boards**
Assists with permanent or temporary disabilities being processed by Physical Evaluation or Limited Duty Medical Boards. Provides education and counseling on disability issues and benefits. Serves hospital and branch health clinics.

Hospital Central Tower, 2nd Floor, Room 2026, (904) 542-7568/7591

**Mental Health**
Mental Health Department consists of psychiatric and psychological services and provides evaluation, diagnosis, and treatment to patients requiring psychological services on an outpatient basis. Services include: general mental health evaluations, including military fitness for duty and suitability; individual and group therapy; neuropsychological evaluations; an Intensive Outpatient Program; treatment for depression and anxiety as well as post-deployment services.

Hospital (Building 2034): (904) 546-6351/6352; Neuropsychological Services: (904) 542-9132
NBHC Jacksonville (Deployment Health Center): (904) 546-7099/7110
NBHC Kings Bay: (912) 573-4524
NBHC Mayport: (904) 270-4280
Patients at other branch health clinics may be referred for care.

**Optometry**
Sees active duty by appointment for eye conditions, eye glasses and eyewear. Walk-in eyewear repair is also available.

NBHC Jacksonville: (904) 546-7129
NBHC Key West: (305) 293-4849
NBHC Kings Bay: (912) 573-4227
NBHC Mayport: (904) 270-4328

**PHA/Pre- and Post-Deployment Health**
NBHC Albany: (229) 639-7884/7886
NBHC Jacksonville (also see Deployment Health Center, pg. 11): PHA Appointments: (904) 546-7047/7002; Pre/Post Deployment: (904) 546-7099/7110
NBHC Key West: (305) 293-4844/4834
NBHC Kings Bay: (912) 573-4251
NBHC Mayport: (904) 270-4401

**POMI (Plans, Operations and Medical Intelligence)**
Ensures the deployment readiness of assigned hospital and branch health clinic active duty personnel. Also provides administrative and logistical support to active duty deployments in support of global contingencies and national emergencies.

Hospital Central Tower, 2nd Floor, Room 2025, (904) 542-9140/9142
Primary Care Clinics (also see Family Medicine, pg. 29)
Hospital – Green, Red, White and Yellow Teams: (904) 542-4677
NBHC Albany – Olive Team: (229) 639-7884/7886
NBHC Jacksonville – Silver Team: (904) 546-7107
NBHC Key West – Gold Team: (305) 293-4834/4850
NBHC Kings Bay – Black and Maroon Teams: (912) 573-8801
NBHC Mayport – Gray Team: (904) 270-4270; and Orange Team: (904) 270-4220

Reintegrate, Educate and Advance Combatants in Healthcare (REACH)
REACH is a Navy Medicine initiative to recruit and employ Wounded Warriors in medical positions in the federal government.
Hospital: (757) 342-6665

Sick Call
NBHC Albany: (229) 639-7884/7886, Monday - Friday, walk-in 7:30 - 9 a.m.; by appointment 1 - 3 p.m.
NBHC Jacksonville: (904) 546-7094/7095/7060
NBHC Key West (Gold Team): (305) 293-4834/4850, Monday - Friday, 7:30 a.m. - 5 p.m.
NBHC Kings Bay: (912) 573-8801, Monday - Friday, walk-in 7 - 10 a.m.
NBHC Mayport: (904) 270-4220, Monday - Friday, walk-in 7:30 a.m. - 4 p.m.

Suitability Screening
Overseas and sea duty screenings are required for active duty with orders to an operational platform or isolated duty. Accompanying family members also require screenings. To best serve you, this process should begin as soon as you receive orders.
NBHC Albany: (229) 639-7884/7886
NBHC Jacksonville: (904) 546-7004/7005/7053/7060
NBHC Key West: (305) 293-4842
NBHC Kings Bay: (912) 573-6021
NBHC Mayport: (904) 270-4401

Undersea Medicine
Supports active duty assigned to submarines stationed at NSB Kings Bay. Submarine Independent Duty Corpsmen serve as the Primary Care Manager.
Naval Submarine Support Center (NSSC) Kings Bay: (912) 573-2939

Wounded Warrior – Safe Harbor
The Navy’s sole organization for coordinating the non-medical care of seriously wounded, ill and injured Sailors and Coast Guardsmen, and providing resources and assistance to their families. Serves hospital and branch health clinics. http://safeharbor.navylive.dodlive.mil
Hospital Central Tower, 2nd Floor (Room 2110), (904) 542-9581
PHARMACY, LABORATORY & RADIOLOGY

Pharmacy
We fill about 106,800 prescriptions each month, and our primary interest is your health and safety. You have several options:

1) Naval Hospital Jacksonville Pharmacies
When using our hospital or branch health clinic pharmacies, you can receive up to a 90-day supply for most medications with no co-pay. To check our formulary (the list of medications we carry), ask a staff member or visit www.med.navy.mil/sites/navalhospitaljax.

Refills: (800) NAV-PHAR (628-7427) or www.TRICAREonline.com
Hospital:
• Outpatient Pharmacy (Hospital Central Tower, 1st Floor), (904) 542-7405
  Monday - Friday, 7:30 a.m. - 6 p.m.; Saturday, 8 a.m. - 3:30 p.m.
• Satellite Pharmacy (Building 950 - NAS Jacksonville Exchange parking lot), (904) 542-2537
  Pick up refills and new civilian provider prescriptions here.
  • Lobby: Monday - Friday, 8 a.m. - 5 p.m.; Closed Saturdays
  • Drive-thru windows (refill pick-up only): Monday - Friday, 8 a.m. - 5 p.m.; Saturday, 8 a.m. - 3 p.m.

NBHC Albany: (229) 639-7809/7841, Monday - Friday, 7:30 a.m. - noon and 1 - 4 p.m.
  (1st and 3rd Wednesday of each month, 7:30 a.m. – noon)
NBHC Jacksonville (active duty only): (904) 546-7186, Monday - Friday, 7:30 a.m. - 12:30 p.m. and 1 - 4 p.m.
NBHC Key West: (305) 293-3915, Monday - Friday, 8 a.m. - 5 p.m.
NBHC Kings Bay: (912) 573-4234/4264, Monday - Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. – 5 p.m.
  (last Friday of the month, 7 – 11:30 a.m.)
NBHC Mayport: (904) 270-4205, Monday – Thursday, 7:30 a.m. - 6 p.m.; Friday, 7:30 a.m. - 4:30 p.m.;
  Saturday 8 a.m. - noon. Drive-through: Monday - Friday, 7:30 a.m. - 4:30 p.m.

2) TRICARE Pharmacy Home Delivery
Would you like the convenience of medications delivered to your home? This option includes generics at no cost; a 90-day supply for most medications; refills by mail, phone or online; and an automatic refill option. Active duty have no co-pay, while other patients have a co-pay* of $0 for generics, $20 for brand-name formulary and $49 for non-formulary—one-third the cost of retail pharmacies. Sign up at www.tricare.mil/homedelivery or contact Express Scripts at (877) 363-1303 (option 2) or www.express-scripts.com/TRICARE.

* Co-pays can change based on the annual defense budget.
3) TRICARE Retail Network Pharmacies
Pharmacies in the TRICARE retail network provide up to a 30-day supply, with co-pays* of $10 for generics, $24 for brand-name formulary and $50 for non-formulary. Active duty have no co-pay. For more information contact Express Scripts at (877) 363-1303 or www.express-scripts.com/TRICARE. Visit the TRICARE pharmacy formulary search tool at http://pec.ha.osd.mil/formulary_search.php for covered medications.

* Co-pays can change based on the annual defense budget.

Laboratory
Conducts a wide variety of tests—approximately 3,991 each day. You don’t need an appointment for most tests (exceptions include glucose tolerance testing and male fertility testing). You’ll need to prepare for some tests (cholesterol and lipids require you to fast for 10 to 12 hours beforehand; and 24-hour urine collections need specimen containers). You’ll get these instructions from your PCM or lab staff. We’ll send results to your doctor.

Hospital (Central Tower, 1st Floor): (904) 542-7380, Monday - Friday, 7 a.m. - 7 p.m.; Saturday, 8 a.m. - noon
NBHC Albany: (229) 639-7838/7886
NBHC Jacksonville: (904) 546-7131/7104
NBHC Key West: (305) 293-2570/3946
NBHC Kings Bay: (912) 573-4265
NBHC Mayport: (904) 270-4302

Radiology
Provides a variety of inpatient and outpatient imaging services. After your test has been ordered, expect to receive a call from our scheduler within three to five business days to book your imaging study. Otherwise, you can call Radiology to schedule your appointment. Testing may occur the same-day, if availability allows. Once the test is complete, we’ll forward results to your PCM.

Hospital Central Tower, 1st Floor, (904) 542-7363/7729
Breast Care Coordinator: (904) 542-7857
MRI/Fluoroscopy: (904) 542-9693 (Please ensure MRI questionnaire form is complete)
CT: (904) 542-7604
DEXA Scan: walk-in anytime. (No vitamins, calcium or hormone supplements can be taken within the past 24 hours)
Mammogram and Breast Ultrasound scheduling: (904) 542-9360
Nuclear Medicine: (904) 542-7940
Ultrasound: (904) 542-9474

NBHC Albany: (229) 639-7814/7863
NBHC Jacksonville: (904) 546-7112
NBHC Key West: (305) 293-3908/3909
NBHC Kings Bay: (912) 573-3812
NBHC Mayport: (904) 270-4223
EMERGENCY & URGENT CARE

The hospital is our only location with an Emergency Room—branch health clinics do not have ERs. For urgent care, call the Appointment Lines (see pp. 8-9) or 24/7 Nurse Advice Line at 800-TRICARE (800-874-2273). The Emergency Room can't give medical advice over the telephone.

The hospital's ER is open 24/7. Using the standard “triage” model, patients are seen based on the seriousness of their condition—not the order in which they arrived. Enrolled patients triaged with non-emergency care needs will be assisted in obtaining care from their PCM—and not seen in the ER.

An emergency is a medical, maternity or psychiatric condition that would lead someone with average knowledge to believe that a serious medical condition exists; that the absence of immediate medical attention would result in a threat to life, limb or sight; severe painful symptoms that require immediate attention to relieve suffering; or when a person is at immediate risk to themselves or others. Examples of emergencies include severe bleeding, chest pain, severe eye injury, broken bone, inability to breathe, spinal cord injury or no pulse. You do not need to call your PCM or TRICARE to get emergency care.

For urgent care—things like a minor cut, sprain, migraine, earache, rising fever or urinary tract infection, call your Medical Home Port team. TRICARE Prime members need to call the Appointment Lines, Nurse Advice Line or your PCM. Your PCM may see you that day or—if they’re unable—refer you to a network care provider. After hours, the Nurse Advice Line will assist you. If you don’t get this referral and you get care from someone other than your PCM, you will be billed under TRICARE’s more costly Point of Service option.

ER at Hospital Central Tower, 1st Floor, (904) 542-7341
For all emergencies call 911

EXPECTING & NEW PARENTS

We welcome about three babies into the world every day at our Baby Friendly certified hospital. Labor & Delivery is offered at the hospital in our private, family-friendly suites, staffed by our expert physicians, midwives and nurses—who use a multi-disciplinary approach to provide the best care to moms and babies. If you are at a branch health clinic, please see your PCM for maternity care information and referral.
We’re dedicated to
Babies & Moms

Northeast Florida’s 1st hospital to receive prestigious Baby Friendly designation from World Health Organization and UNICEF

- Free classes prepare moms, dads and families for birth, baby and beyond—from Prepared Childbirth to Infant Massage
- Private, home-like birthing suites—with daybed for dad or significant other
- Dedicated state-of-the-art O.R. suites for C-sections with Skin-to-Skin care
- Doulas and birthing coaches welcome
- Pain management options now include nitrous oxide
- Lactation consultants to help with breastfeeding—even after you take baby home
- Designated quiet times—Siesta for the Fiesta—so moms and babies have time to bond
- Amenities like flat-screen TVs, free Wi-Fi, state-of-the-art infant security system

Call today for a tour or free class: (904) 542-BABY (2229)
FREE CLASSES
for patients at our hospital and branch health clinics

Deployment Transition
PREGNANCY
Childbirth
Hypnobirthing
Baby Boot Camp
Breastfeeding
Infant Massage
Ribbons & Roses - Breast cancer support
DIABETES COUNSELING
Nutrition Counseling
Wellness
Health Promotions
Fitness Assessment
Tobacco Cessation
Heart Health
My Plate
Operational Fueling
ShipShape
Baby Friendly Certified
Our hospital is the first on Florida’s First Coast to earn the coveted international Baby Friendly certification from World Health Organization and United Nations Children’s Fund. Certification was granted after a rigorous on-site survey, and is maintained by continuing to follow 10 steps crucial to supporting breastfeeding. Breast milk is called “uniquely superior” by the American Academy of Pediatrics, and offers significant health benefits to babies and moms. We’re proud to support all moms and babies with a wide variety of programs, services and free classes (for expecting and new parents who plan to give birth at our hospital). Please call (904) 542-BABY (2229) for more information.

Breastfeeding is welcome at all of our facilities—and special “Milky Way” rooms are available at our hospital for breast pumping and for mothers who would like some quiet time while feeding their infants, with locations at Pediatrics (East Annex, 1st Floor, Room 1830) and 5th Floor (Central Tower, Room 5038B). A lactation nurse is available at (904) 542-9671 or cell: (904) 250-6374 (Hospital Central Tower, 8th Floor, Room 8026). A lactation nurse is available at NBHC Mayport, (904) 270-4289.

Birth Certificates & DEERS Update
Before leaving the hospital, you will complete a birth certificate application with Admissions. Admissions will electronically file it with the Bureau of Vital Statistics, Duval County Health Department, 900 University Blvd. North, Jacksonville, Fla. 32211 at (904) 253-1620. Admissions provides information and an order form for you to request an original (certified) certificate of live birth from Vital Statistics, Duval County Health Department. For more information contact Admissions at (904) 542-7811.

To update your personnel record and enroll your child in DEERS at Personnel Support Detachment, you must obtain an original, certified certificate of live birth from the Health Department. It is critical to register your newborn in DEERS immediately in order to establish TRICARE eligibility for essential early health care. Children not registered in DEERS within 365 days after birth or adoption will lose all TRICARE eligibility. For more information contact DEERS at (800) 533-9552.

Classes & Education
We encourage you to take advantage of our free classes: New OB, Prepared Childbirth, Hypnobirthing®, Breastfeeding, Infant Message and Baby Boot Camp. Please call (904) 542-BABY (2229) to learn more. Expecting and new parents (of children under age 1) can also sign up for The Parent Review (free online newsletter) at www.med.navy.mil/sites/navalhospitaljax.

Labor & Delivery (L&D) and Maternal Infant Unit (MIU) (also see pp. 23-24)
We welcome about three babies to the world each day. We feature private, family-friendly suites and couplet care for mom and baby in our Baby Friendly-certified hospital.

Services include natural labor, nitrous oxide and the full range of medications. Visiting hours are 24/7, and dad or other significant person is welcome to stay the night with mom. For safety, you need an installed car seat before you leave the hospital.

L&D (904) 542-7705/7704, Hospital Central Tower, 6th Floor
MIU (904) 542-7709/7708, Hospital Central Tower, 8th Floor

Newborn Clinic
Care for you and your baby does not end after you leave the hospital. The Newborn Clinic sees your baby two to three days after you go home. During your visit, we assess feeding, weight gain, jaundice, circumcision healing, and answer any questions you may have as a new parent.

Hospital East Annex, 1st Floor, Pediatrics (904) 542-9716
INPATIENT CARE & SURGERY

Surgery is performed at our hospital by our highly-skilled general and specialty surgeons. The hospital’s surgical staff provides a wide range of services, from minimally invasive procedures to comprehensive surgical care. Specialty areas include: orthopedics, obstetrics and gynecology, urology, ear/nose/throat, ophthalmology, gastroenterology, dermatology, oral and maxillofacial surgery, and general surgery. If you are at a branch health clinic, please see your PCM for information and referral for surgery.

Admissions
Items required for admission:
• Patient’s full name, date of birth, address, gender, religion, marital status
• Patient’s military or family member ID card
• Sponsor’s name, rank, rate, social security number
• Name/telephone number of person to be notified in case of emergency
• Copy of Advance Directive (i.e., living will, durable power of attorney for health care) if applicable
• Patients with insurance (in addition to TRICARE) need to bring their health insurance card. Auto insurance information is also required when the patient was injured in a motor vehicle-related accident. Please note: collecting insurance information helps the Navy recover medical costs. All funds recovered from insurance companies are used to improve patient services.

Hospital Central Tower, 2nd Floor, Room 2005 (Admissions), (904) 542-7811. Open 24/7.

Advance Directives
We encourage you to get a “Five Wishes” living will document from Admissions, to help you identify your personal medical, emotional and spiritual needs or wishes in case of serious illness. Please bring a copy (signed and witnessed) with you when you’re admitted to the hospital and take a copy to Outpatient Medical Records.

Hospital Central Tower, 2nd Floor, Room 2005 (Admissions), (904) 542-7811. Open 24/7.
The first physician, Hippocrates, began with the motto: “First do no harm,” a credo doctors still live by today.

How is this achieved when medicine—by its very nature—comes with risk?

For us, it means every day we relentlessly focus on ending preventable patient harm, seeking the best patient outcomes, and delivering quality care to our nation’s heroes and their families.

Staff at all 6 of our facilities follow national safety and quality practices. We strive to engage each patient and family as a partner in their care. We use improvement tools like TeamSTEPPS®, Caring Communications, Lean Six Sigma and early-warning Patient Safety Reports.
TAKE CONTROL OF YOUR HEALTH: WHEN WEIGHT-LOSS SURGERY MIGHT BE THE NEXT STEP

Like many chronic conditions, severe obesity is debilitating, and can be hard to treat with diet and exercise alone.

Weight-loss surgery might be an option. It involves surgical changes to the digestive system. It’s not a quick-fix. It requires permanent, life-long changes to diet and exercise to ensure success. It can result in significant long-term weight loss, better heart health, significant improvement in type 2 diabetes – many times with complete resolution of symptoms, and a reduction in mortality.

Having weight loss surgery is a serious medical decision. Talk to your primary care manager to see if it’s the right choice for you.
Anesthesiology
Our staff of anesthesiologists and certified registered nurse anesthetists provides the full range of anesthesia services to surgical and laboring patients. We’ll work with you and your surgeon to ensure that you receive the anesthesia care appropriate for you and your condition.
Hospital Central Tower, 4th Floor, (904) 542-7632

CSSR (Central Supply)
If directed by your doctor, pick up your supplies here when you’re discharged.
Hospital Central Tower, 1st Floor, Room 1101A, (904) 542-7333 (Monday - Friday, 6:45 a.m. – 11:15 p.m.; Saturday, Sunday and holidays, 7 a.m. – 7 p.m.).

Discharge
If you want to check the status of any charges you incurred during your inpatient stay at our hospital, you can stop by Collections (Central Tower, 1st Floor, (904) 542-7684/9776). You’ll receive a final statement in the mail from Centralized Receivables System (CRS – U.S. Treasury).
Active Duty patients:
• If discharged during normal working hours (7 a.m. – 4 p.m.), check out with Patient Administration (Central Tower, 2nd Floor) for endorsement of orders and disposition instructions.
• If discharged after normal working hours, check out with the Officer of the Day at the quarterdeck.

Endoscopy
This minimally invasive diagnostic and therapeutic medical procedure enables your provider to better evaluate your condition by looking inside your body with a camera. Services provided include upper endoscopy and colonoscopy.
Hospital Central Tower, 3rd Floor, (904) 542-7806

Intensive Care Unit (ICU)
In our state-of-the-art ICU, a highly-skilled multi-disciplinary team of providers care to critically ill patients requiring intensive or immediate monitoring. We encourage our patients and families to be active partners in fostering an environment of safety, quality and communication.
Hospital Central Tower, 3rd Floor, (904) 542-7640

Labor and Delivery (L&D)
Our team is honored to care for you and your family during this special time—in our family-centered suites at Florida First Coast’s first Baby Friendly certified hospital (see pg. 19). Your labor experience is based on your individual needs and your family is always welcome. We specialize in pain management services, including natural labor (such as Hypnobirthing®), offer the full range of medications (such as epidurals), and we now offer nitrous oxide for labor pain management. Tours are available by calling us or by registering for a free class at (904) 542-BABY (2229).
Hospital Central Tower, 6th Floor, (904) 542-7705/7704
Maternal Infant Unit (MIU)
We’re proud to care for babies and moms in our family-centered private suites at the first Baby Friendly certified hospital on Florida’s First Coast (see pg. 19). We encourage moms to take advantage of this unique opportunity to embrace the new addition to the family. Dad or significant other is welcome to stay the night and visiting hours are 24/7.

We offer couplet care (mom and baby together), breastfeeding counseling from our lactation nurses, “Siesta for the Fiesta” (daily quiet time to support you in feeding your baby), newborn hearing screening, daily discharge classes, and a state-of-the-art infant security system.

Please call (904) 542-BABY (2229) to take advantage of our free classes. Expecting parents can sign up for free educational newsletters from The Parent Review (sign up at https://mobile.ubicare.com/signup_pages/464).
Hospital Central Tower, 8th Floor, (904) 542-7708/7709

Multi-Service Unit (MSU)
MSU is our general inpatient unit. Our team takes pride in caring for about 15 patients daily. We encourage you to discuss your health care plan with any member of your care team.

To ensure privacy of our patients, please check with the nursing station before entering a patient room. Visiting children must be healthy and supervised by an adult at all times. In some cases, we may recommend the very young or elderly not visit, so patients are not exposed to possible infection. The number of visitors may be restricted due to room size or patient condition. Patient privacy is very important to us, and we respect the patient’s right to request limits.

Hospital Central Tower, 7th Floor, (904) 542-7180

Rapid Response Team
If you have any concerns about yourself or a family member who is an inpatient, discuss them with your nurse. If you or your family are still concerned, ask the nurse to activate the Rapid Response Team (RRT). RRT is a team of doctors, nurses and health care specialists who assess the situation and help patients whose condition might be quickly worsening.

Hospital, (904) 542-7878

Surgery
General Surgery:
• Sees patients by referral for comprehensive surgical care including: hernia repair; laparoscopic, breast, abdominal, endocrine, and bariatric surgery; and upper/lower endoscopy.

Hospital East Annex, 2nd Floor, (904) 542-7600
**Same Day Surgery:**
- If you are scheduled for surgery, but don’t need to be admitted for an overnight stay, you’ll check-in through Same Day Surgery, which provides care and support before and after surgery.
  Hospital Central Tower, 4th Floor (check-in on 3rd Floor), (904) 542-7747

**What To Bring and What Not To Bring**
For a planned overnight stay at the hospital:
- We suggest you bring: personal care items (such as pajamas, robe, slippers, toothbrush, toothpaste, shaving cream). If you are unable to bring your own sleepwear, we’ll supply it. You may bring electric hairdryers, electric razors and radios.
- Please don’t bring over $10 or valuables. Items will be inventoried and deposited in a safe. You withdraw your valuables at discharge. The hospital is not responsible for valuables not deposited with the valuables custodian.
- Please don’t bring medicines (prescriptions or over-the-counter items such as vitamins). Your doctor will prescribe all medicines to be used while you are an inpatient. You should not take any other medicine—these can cause negative interactions.
- For patients on an extended stay, you can bring mobile phones, laptop computers and tablets to access the Wi-Fi connection. Patients are liable for all personal electronics.

**Outpatient Clinics**
Please also see “Active Duty & Reservists” section (pp. 11-13).

**Allergy**
Provides allergy, asthma and immunology services by referral. Check-in at Internal Medicine.
Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-7791

**Audiology**
Sees patients by referral for hearing tests, hearing aids, tinnitus and dizziness/balance (active duty and retirees). Check-in at Ear, Nose & Throat (ENT) Clinic.
Hospital Central Tower, 5th Floor (ENT Clinic), (904) 542-7465

**Breast Health Center**
Brings health care experts from radiology, general surgery and primary care together to offer an integrated approach to early detection and treatment of breast cancer.
Hospital Central Tower, 1st Floor (Radiology), (904) 542-9296
Mammogram and Breast Ultrasound scheduling, (904) 542-9360
Breast Care Coordinator, (904) 542-7857/ Cell: (904) 508-9830
**Cardiology**
Sees patients by referral for heart conditions. Services include screenings, stress tests, echocardiograms and monitoring of blood pressure and arrhythmias. Please check-in at Internal Medicine.
Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-7060/7608

**Chiropractic—active duty only** (see pg. 11)

**Dental** (see pg. 11)

**Deployment Health Center** (see pg. 11)

**Dermatology**
Sees patients by referral, for treatment of skin disorders.
Hospital East Annex, 1st Floor, (904) 542-7912

**Diabetes Nurse Educator**
Provides individual education, counseling, and case management for diabetes patients.
Hospital East Annex, 2nd Floor, Room 2501, (904) 542-7639

**Ear, Nose and Throat (ENT)**
Diagnoses and treats diseases of the ear, nose and throat (by referral). Services include surgery and audiology. Hearing aids provided for active duty and retirees.
Hospital Central Tower, 5th Floor, (904) 542-7465

**Emergency Room** (see pg. 16)
In an emergency, call 911 or go to the nearest emergency room. Aboard NAS Jacksonville, ambulance service is available 24/7.
Hospital Central Tower, 1st Floor, (904) 542-7341
Mental Health

We are dedicated to helping you break the cycle of destructive habits like overeating, smoking, and tobacco and alcohol abuse. Our mental health specialists can help you identify some of these habits, what triggers them, and provide options to keep both your body and mind healthy.
• The Joint Commission Gold Seal of Approval
• National Committee for Quality Assurance recognition for all 14 Medical Home Port teams
• Award-winning Family Medicine Residency Program
• North Florida’s first hospital certified “Baby Friendly” by World Health Organization and United Nations Children’s Fund
• Experts in more than 30 specialty care areas—from orthopedics to undersea medicine
• Focused on comprehensive health care needs—urgent, preventive & routine
• Hospital’s $60 million renovation—includes state-of-the-art surgical suites, family-friendly labor & delivery suites
• On-site pharmacy, radiology & laboratory
• Integrated electronic health records system to connect our patients & providers globally

We meet or exceed all national standards of care
Family Medicine

Adults and children can be assigned a PCM at Family Medicine, which provides services such as physical exams, wellness, disease management, women’s health, low-risk obstetrical services, and procedures such as vasectomies. Your PCM coordinates all of your services—urgent, preventive and routine.

RelayHealth offers secure email to connect you to your PCM at no cost. This email system can be used for non-urgent issues—like requesting lab results or appointments. It can take one business day for your team to reply.

Behavioral Health professionals are available in Family Medicine at the hospital, NBHC Jacksonville, and NBHC Mayport for patients experiencing emotional, physical or other life problems that interfere with daily life and overall health.

For clinical advice, call the Nurse Advice Line 24/7 at 800-TRICARE (800-874-2273).

Our Family Medicine Medical Home Port teams:
- Hospital (East Annex, 2nd Floor) – Green, Red, White and Yellow Teams: (904) 542-4677 (Monday - Thursday, 7:30 a.m. - 7 p.m., Friday 7:30 a.m. - 4:30 p.m.)
- NBHC Albany – Olive Team: (229) 639-7884/7886 (Monday - Friday, 7:30 a.m. - 4 p.m.)
- NBHC Jacksonville (active duty) - Silver Team: (904) 546-7107 (Monday - Friday, 7 a.m. – 4 p.m.)
- NBHC Key West – Gold Team: (305) 293-4834/4850 (Monday - Friday, 7:30 a.m. – 5 p.m.)
- NBHC Kings Bay – Black and Maroon Teams: (912) 573-8801 (Monday - Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 5 p.m.; last Friday of the month, 7:30 a.m.)
- NBHC Mayport – Gray Team (904) 270-4270; and Orange Team: (904) 270-4220 (Monday - Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 4:30 p.m.; Saturday, 8 a.m. - noon)

Hours are subject to change. We continually monitor access to care for our patients. On federal holidays, all clinics are closed, but the Nurse Advice Line is available.

Find out more about Medical Home Port on pg. 40 or by checking our website at www.med.navy.mil/sites/navalhospitaljax—where you can meet our teams and PCMs.

Gastroenterology
Specializes in the prevention, diagnosis and treatment of gastrointestinal conditions and diseases (by referral). Services include endoscopies, colonoscopies, esophageal manometries and 24 hour pH testing. Check-in at Internal Medicine.

Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-9473/7806

General Surgery (see Surgery pg. 24)
Health Promotions/Wellness Center
Our award-winning Health Promotions and Wellness Center offer individual and group classes centered on improving your health. Classes include tobacco cessation, weight management, health fitness and nutrition. Please stop by, call or make an appointment.

Hospital Building 867 (next to NAS Jacksonville Fitness Center): (904) 542-5292/5293
NBHC Albany: (229) 639-7964/9535
NBHC Jacksonville: (904) 546-7062
NBHC Key West: (305) 293-4857
NBHC Kings Bay (at NSB Kings Bay Fitness Center): (912) 573-4237
NBHC Mayport: (904) 270-5251

Immunizations
Provides adult and child immunizations. The hospital also provides school-entry immunization forms. Services vary across locations, please call to learn more.

Hospital East Annex, 1st Floor, (904) 542-7810 ext. 2. (Please allow 24 - 48 hours to pick up completed school forms)
NBHC Albany: (229) 639-7815/7886
NBHC Jacksonville: (904) 546-7050
NBHC Key West: (305) 293-3929
NBHC Kings Bay: (912) 573-8250
NBHC Mayport: (904) 270-4305

Internal Medicine
Adults can be assigned a PCM at Internal Medicine, which provides services such as physical exams, wellness, disease management, and women’s health. Check-in for allergy, cardiology, coumadin, gastroenterology, lipids, and pulmonology is also at Internal Medicine. Your PCM coordinates all of your services—urgent, preventive and routine care.

RelayHealth offers secure email to connect you to your PCM at no cost. This email system can be used for non-urgent issues—like requesting lab results or appointments. It can take one business day for your team to reply.
For clinical advice call the Nurse Advice Line 24/7 at 800-TRICARE (800-874-2273).

Our Internal Medicine Medical Home Port team:

Hospital (East Annex, 1st Floor) – Blue Team: (904) 542-7276 (Monday - Thursday, 7:30 a.m. - 7 p.m.;
Friday, 7:30 a.m. - 4:30 p.m.)

Hours are subject to change. We continually monitor our performance on access to care standards. On federal holidays, all clinics are closed, but the Nurse Advice Line is available.

Find out more about Medical Home Port on pg. 40, or by checking our website at www.med.navy.mil/sites/NavalHospitalJax—where you can meet our team and PCMs.

**Mental Health** (see pg. 12)
Families and retirees may call Value Options at (800) 700-8646 for care in the TRICARE network.

**Neurology**
Sees patients by referral for conditions of the brain and nervous system. Services include electromyogram, electroencephalography, and sleep and nerve conduction studies.
Hospital East Annex, 1st Floor (next to Immunizations), (904) 542-7373

**Newborn Clinic** (see pg. 19)

**Nuclear Medicine**
A medical specialty involving the application of radioactive substances in the research, diagnosis and treatment of various conditions (by referral).
Hospital Central Tower, 1st Floor (next to Radiology), (904) 542-7940/7044

**Nutrition**
Provides individual consultations and group classes, by referral, for weight management, prenatal and pediatric nutrition, cardiovascular issues and diabetes education. Active duty who are out-of-standards can self-refer.
Hospital Central Tower, 1st Floor, Room 1102 (near Security), (904) 542-9786

Find out more about Medical Home Port on pg. 40, or by checking our website at www.med.navy.mil/sites/NavalHospitalJax—where you can meet our team and PCMs.

**Mental Health** (see pg. 12)
Families and retirees may call Value Options at (800) 700-8646 for care in the TRICARE network.

**Neurology**
Sees patients by referral for conditions of the brain and nervous system. Services include electromyogram, electroencephalography, and sleep and nerve conduction studies.
Hospital East Annex, 1st Floor (next to Immunizations), (904) 542-7373

**Newborn Clinic** (see pg. 19)

**Nuclear Medicine**
A medical specialty involving the application of radioactive substances in the research, diagnosis and treatment of various conditions (by referral).
Hospital Central Tower, 1st Floor (next to Radiology), (904) 542-7940/7044

**Nutrition**
Provides individual consultations and group classes, by referral, for weight management, prenatal and pediatric nutrition, cardiovascular issues and diabetes education. Active duty who are out-of-standards can self-refer.
Hospital Central Tower, 1st Floor, Room 1102 (near Security), (904) 542-9786

Find out more about Medical Home Port on pg. 40, or by checking our website at www.med.navy.mil/sites/NavalHospitalJax—where you can meet our team and PCMs.
Obstetrics & Gynecology (OB/GYN)
Our OB/GYN clinics are committed to providing world-class care and offer a full range of women’s health services. Services include prenatal care for complicated pregnancies, screening for gynecologic malignancies, contraceptive options and education, management of menstrual disorders and pelvic pain, and a wide variety of minimally invasive procedures. To take advantage of our prenatal and baby-care services call (904) 542-BABY (2229).

Hospital East Annex, 1st Floor, (904) 542-7419
NBHC Key West: (305) 293-4834/4850 (Family Medicine)
NBHC Mayport: (904) 270-4270
Other branch health clinic patients can talk to their Primary Care Manager for information on OB/GYN care.

Occupational Health
Offers services to military and civilian employees in support of Navy occupational safety and health.

Hospital Central Tower, 1st Floor, Room 1130, (904) 542-7297
NBHC Albany: (229) 639-5557
NBHC Jacksonville: (904) 546-7113
NBHC Key West: (305) 293-3904
NBHC Kings Bay: (912) 573-3638
NBHC Mayport: (904) 270-4347/4345/4346

Ophthalmology
Provides a full range of medical eye care and exams including diabetic, high risk medications, macular degeneration and medical glaucoma management. Offers a wide array of surgical procedures including cataract treatment, blepharoplasty, oculoplastic procedures, and pterygium treatment.

For active duty only, PRK/LASIK and ICL surgery is available. Eyeglass services (active duty and retirees) are available Wednesday and Friday, 1 – 3 p.m. Ophthalmology appointments are by referral.

Hospital East Annex, 2nd Floor, (904) 542-7680/7681 / Fax: (904) 542-7687

Optometry (see pg. 12)
ORTHOPEDICS

Our specialists in orthopedics devote their careers to the prevention and treatment of injuries and disorders of bones, joints, ligaments, tendons, muscles and nerves.

We provide comprehensive care in all areas of orthopedics, including sports injuries, hand and foot procedures, traditional replacements, reconstructive surgeries, arthroscopies and minimally invasive surgeries.

We have fellowship trained staff in hip preservation, arthroplasty, sports medicine, foot and ankle reconstruction, pediatrics, and hand procedures.
Naval Hospital Jacksonville’s Award-Winning Family Medicine Residency Program

2014 & 2015 Outstanding Achievement in Scholarly Activity Award
By Uniformed Services Academy of Family Physicians

2013 Excellence in Teaching Award
2011 Clinical Site of the Year
By Uniformed Services University of the Health Sciences (top-tier medical school)
Orthopedics
Our highly skilled team of board-certified (and often fellowship trained) medical professionals offers comprehensive care for musculoskeletal issues, from minimally invasive procedures to reconstructive surgery. This includes general orthopedics, sports medicine, joint replacement and fracture surgery, as well as diagnosis and treatment of injuries to the tendons and muscles of the hand, foot and ankle. This specialty clinic sees adults and children by referral.

Hospital Central Tower, 1st Floor (between ER and Laboratory), (904) 542-7365

Pediatrics
Children can be assigned a PCM at Pediatrics, which provides services such as physical exams, wellness, disease management and same-day appointments. The PCM coordinates all of your child’s services—urgent, preventive and routine.

For clinical advice call the Nurse Advice Line 24/7 at 800-TRICARE (800-874-2273).

RelayHealth offers secure email to connect you to your PCM at no cost. This email system can be used for non-urgent issues—like requesting lab results or appointments. It can take one business day for your team to reply.

Our Pediatrics Medical Home Port teams:
- Hospital (East Annex, 1st Floor) – Purple Team: (904) 542-7302
  (Monday - Thursday, 7:30 a.m. - 7 p.m.; Friday 7:30 a.m. - 4:30 p.m.)
- NBHC Mayport - Pink Team: (904) 270-4210
  (Monday - Thursday, 7 a.m. – 6 p.m.; Friday, 7 a.m. – 4:30 p.m.; Saturday, 8 a.m. - noon)

Hours are subject to change. We continually monitor our performance on access to care standards. On federal holidays, all clinics are closed, but the Nurse Advice Line is available.

Find out more about Medical Home Port on pg. 40, at www.med.navy.mil/sites/navalhospitaljax (where you can meet our teams and PCMs) or by talking to your child’s team.
Physical Therapy (PT) & Occupational Therapy (OT)
These specialty clinics see patients by referral for musculoskeletal disorders and help our patients regain function and skills of daily living.
Hospital Central Tower, 1st Floor, (904) 542-7375 (PT and OT)
NBHC Kings Bay: (912) 573-4460 (PT)
NBHC Mayport: (904) 270-4265 (PT)

Podiatry
Provides diagnosis, treatment and prevention of disorders of the foot, ankle and lower extremity (by referral).
Hospital Central Tower, 1st Floor: (904) 542-7365 (check-in at Orthopedics)
NBHC Mayport: (904) 270-4238 (check-in at Primary Care/Family Medicine)

Primary Care Clinic (see pg. 13, Family Medicine pg. 29, Internal Medicine pg. 30 and Pediatrics pg. 35)

Pulmonology
Diagnosis and treatment of patients experiencing breathing, lung and sleep disorders (by referral). Check-in at Internal Medicine.
Hospital East Annex, 1st Floor (Internal Medicine), (904) 542-7481/7276

Sleep Disorders Clinic
Sees active duty, by referral, for non-invasive evaluation of sleep disorders. Services include sleep studies to evaluate disorders such as sleep apnea and narcolepsy. Home studies are also available.
Hospital Central Tower, 5th Floor (Room 5045), (904) 542-9071

Sports Medicine
Our team provides treatment for injuries resulting from athletic activities and manages conditions that may be worsened by increased activity (by referral).
NBHC Mayport: (904) 270-4265 (at Physical Therapy)
Substance Abuse Rehabilitation Program (SARP)
Provides rehabilitation services for substance abuse disorders. Services include evaluation, education, treatment (outpatient, intensive outpatient, and low intensity residential), and continuing care. Available to active duty, retirees and family members age 18 and over.
Hospital (Building 2034): (904) 546-6302
NBHC Albany: (229) 639-7941/5252
NBHC Key West: (305) 293-3857/4855/4860
NBHC Kings Bay: (912) 573-4524
NBHC Mayport: (904) 270-4350

Urology
Sees patients by referral, and provides evaluation and treatment of adult urologic conditions. Surgical capabilities include vasectomies, circumcision, extracorporeal shock wave lithotripsy, endoscopic and open surgical procedures. Additionally, robotic surgeries (using da Vinci surgical system) are done by our surgeons at Orange Park Medical Center through a resource sharing agreement.
Hospital Central Tower, 1st Floor, (904) 542-7488

Wellness Center/Health Promotions (see Health Promotions pg. 30)

Programs, Classes & Volunteers

Baby Friendly (see pg. 19)
We’re proud to be the first hospital on Florida’s First Coast to earn the international Baby Friendly certification from the World Health Organization and United Nations Children’s Fund. Please call (904) 542-BABY (2229) to register for free classes (for expecting and new parents who give birth at our hospital).

Breast Health Center (see pg. 25)

Burial At Sea
NBHC Mayport collaborates with fleet personnel to support this Navy program. Obtain the request form from Navy Personnel Command’s website (under Support & Services, Casualty Assistance, Mortuary Services, Burial At Sea) or call (904) 270-4285.
Email your PCM—Sign up at

It’s Free, Secure & Easy to Sign Up!

www.RelayHealth.com

or

www.med.navy.mil/sites/NavalHospitalJax

click on Medical Home Port

Request non-urgent appointments

Email your doctor

Virtual appointments

Web-based visits

Request lab results

Free

Secure

Request medication renewals
Case Management
Coordinates care for patients with multiple, complex or catastrophic conditions. This includes deployment help and transition support for military personnel and their families.

Hospital:
- Lead Case Manager (located in OB/GYN): (904) 542-9334
- Catastrophic Active Duty and ER: (904) 542-7675
- Exceptional Family Member: (904) 542-7348
- Family Medicine (Medical Home Port teams): (904) 542-7947/9947
- High-Risk Complicated: (904) 542-9711
- Internal Medicine (Medical Home Port team): (904) 542-7539/7310
- Mental Health: (904) 546-6304
- Pediatrics (Medical Home Port team): (904) 542-7432/9567
- Social Services/Discharge: (904) 542-7354
- Wounded Warrior – Safe Harbor: (904) 542-9581

NBHC Albany: (229) 639-8663
NBHC Jacksonville: (904) 546-7069
NBHC Key West: (305) 293-4854/4838
NBHC Kings Bay: (912) 573-4209/4210
NBHC Mayport: (904) 270-4293/4294/4341

Chaplain
Pastoral Care nurtures the spiritual health of patients and staff. We provide inpatient visits, pastoral and grief counseling, religious resources, worship opportunities, educational programs (marriage enrichment, suicide prevention, Care for the Caregiver, etc.), referral information and crisis intervention. At the hospital, we offer the Chapel as a quiet, reflective space for meditation or prayer, 24/7.

Hospital Central Tower, 2nd Floor, (904) 542-7531. For emergencies call (904) 542-7300 and request the duty chaplain.
Branch health clinics can also access spiritual support from the base chaplain.

Decedent Affairs
Services include coordination of autopsies, preparation of death certificates and advice for family members of patients who are eligible for benefits.

Hospital Central Tower, 2nd Floor, Room 2006, (904) 542-7584

Diabetes Nurse Educator (see pg. 26)

Exceptional Family Member Program (EFMP)
Serves active duty families with special health and education needs.

Hospital East Annex, 1st Floor (Medical Records), (904) 542-7348
NBHC Albany: (229) 639-7886
NBHC Jacksonville: (904) 542-7348
NBHC Key West: (305) 293-4842
NBHC Kings Bay: (912) 573-6618
NBHC Mayport: (904) 270-4204/4386
Health Care Resolutions
Health Care Resolutions works with patients and providers. Confidential services (in a neutral setting) may be engaged at any time following an unexpected outcome or quality of care issue. Serves the hospital and branch health clinics (on-call 24/7).
Hospital Central Tower, 4th Floor, Room 4030, (904) 542-7009, Cell: (904) 508-5290

Health Promotions/Wellness Center (see pg. 30)

Hospital United Grief Support (HUGS)
HUGS is here to support families who experience a miscarriage, stillbirth or newborn death for up to a year after the loss. Call (904) 382-4261 or ask any staff member to connect you with a HUGS counselor.

Interpreters/Language Line
Contact the hospital’s quarterdeck at (904) 542-7300. Quarterdeck staff will contact the Officer of the Day to access language services.

Medical Home Port

Medical Home Port

Every primary care clinic at Naval Hospital Jacksonville—its hospital and five branch health clinics—has earned Patient Centered Medical Home recognition from the National Committee for Quality Assurance (NCQA). NCQA’s recognition programs are built on evidence-based, nationally recognized clinical standards of care. Patients with a primary care manager (PCM) at our hospital or a branch health clinic belong to a primary care team—as part of Medical Home Port. It places you at the center of a collaborative team of caregivers—from doctors to case managers. Led by your PCM, your team focuses on your comprehensive health care needs—urgent, preventive and routine.

Medical Home Port is about building the patient/provider relationship, enhancing communication, meeting your urgent care needs within the team, coordinating a full spectrum of services (including prevention and behavioral health), using evidence-based medicine, and enhancing your health through wellness activities and support for self-care.

RelayHealth, a secure web-based service, offers 24/7 email to connect you to your PCM at no cost. This email system can be used for non-urgent issues—like requesting lab results or appointments. It can take one business day for your team to reply. Sign up at www.med.navy.mil/sites/navalhospitaljax or www.RelayHealth.com.
For technical help call (866) 735-2963.
Hospital –
Family Medicine – Green, Red, White and Yellow Teams: (904) 542-4677 (Monday – Thursday, 7:30 a.m. - 7 p.m.;
Friday, 7:30 a.m. - 4:30 p.m.)
Internal Medicine - Blue Team: (904) 542-7276 (Monday – Thursday, 7:30 a.m. - 7 p.m.; Friday, 7:30 a.m. - 4:30 p.m.)
Pediatrics – Purple Team: (904) 542-7302 (Monday – Thursday, 7:30 a.m. - 7 p.m.; Friday, 7:30 a.m. - 4:30 p.m.)
NBHC Albany – Olive Team: (229) 639-7884/7886 (Monday – Friday, 7:30 a.m. - 4 p.m.)
NBHC Jacksonville – Silver Team: (904) 546-7107 (Monday – Friday, 7 a.m. - 4 p.m.)
NBHC Key West – Gold Team: (305) 293-4834/4850 (Monday – Friday, 7:30 a.m. - 5 p.m.)
NBHC Kings Bay – Black and Maroon Teams: (912) 573-8801 (Monday – Thursday, 7 a.m. - 6 p.m.;
Friday, 7 a.m. - 4 p.m.; last Friday of the month, 7 - 11:30 a.m.)
NBHC Mayport –
Family Medicine – Gray Team (904) 270-4270 and Orange Team: (904) 270-4220 (Monday - Thursday, 7 a.m. - 6 p.m.;
Friday, 7 a.m. - 4:30 p.m.; Saturday, 8 a.m. - noon)
Pediatrics – Pink Team: (904) 270-4210 (Monday – Thursday, 7 a.m. - 6 p.m.; Friday, 7 a.m. - 4:30 p.m.;
Saturday, 8 a.m. - noon)

Hours are subject to change. We continually monitor our performance on access to care standards. On federal holidays,
all clinics are closed, but the Nurse Advice Line is available.

Find out more about Medical Home Port
www.med.navy.mil/sites/NavalHospitalJax

Nutrition (see pg. 31)

Patient Administration
Hospital Central Tower, 2nd Floor, Room 2026, (904) 542-7568/9073

Patient & Customer Relations
We want to hear your suggestions about how we can improve, as well as your compliments about the care you received. You may visit Patient/Customer Relations; contact the department’s Customer Relations representative; submit an ICE comment using a kiosk in our lobbies; submit an ICE comment online at www.med.navy.mil/sites/NavalHospitalJax; call the CO’s Care Line at (904) 542-2273; or submit a comment sheet from one of the boxes located at our facilities. We are delighted to report that this past year our patient satisfaction scores were 92 and 94 percent in Navy Medicine and ICE surveys.

Hospital Central Tower, 1st Floor (near Galley), (904) 542-9175/9413 or email:
usn.jacksonville.navhospjaxfl.list.customer-service-staff@mail.mil
Preventive Medicine/Environmental Health
Please contact us to report concerns about insect infestations or unsanitary conditions at on-base facilities.
Hospital (Building 2034): (904) 542-8397
NBHC Albany: (229) 639-9535
NBHC Jacksonville: (904) 546-7069 (duty desk)
NBHC Key West: (305) 293-4857
NBHC Kings Bay: (912) 573-4458
NBHC Mayport: (904) 270-4282

RelayHealth
A web-based service that offers 24/7 secure email to connect you to your PCM at no cost. This email system can be used for non-urgent issues—like requesting lab results or appointments. It can take one business day for your team to reply. Sign up at www.med.navy.mil/sites/navalhospitaljax or www.RelayHealth.com. For technical help call (866) 735-2963.

Ribbons & Roses
Our breast cancer support group meets monthly (September through June) in General Surgery on the second Tuesday of the month at 7 p.m. This is an educational meeting and a chance to interact with other breast cancer survivors. Spouses are encouraged to participate.
Hospital East Annex, 2nd Floor (General Surgery), (904) 542-7857

Volunteers
Please call if you’re interested in volunteering:
• American Red Cross: (904) 542-7525 (Hospital Central Tower, 2nd Floor) and NBHC Mayport (904) 270-4365. Coordinates and manages all volunteers.
• Pet Visitation Program “Canine Corps”: (904) 542-7635. Dogs are screened for health, temperament and obedience. All dogs need Canine Good Citizen certification, and handlers check-in to the command via the Red Cross volunteer process (including security clearance) which can be six to eight weeks.

Wellness Center/Health Promotions (see pg. 30)
Coming to military treatment facilities near you... the world’s largest Electronic Health Record system

Whether you get care on the sea, above the sea, or under the sea, your health history will be available to your providers

We’re changing the way health care is delivered

It replaces our current systems; is standardized across all branches of service – and can engage with private-sector and veterans affairs providers
Policies & Information

Access To Care
The Nurse Advice Line is available 24/7 at 800-TRICARE (800-874-2273). Call 911 in an emergency.

To make an appointment, call our Appointment Lines.
- Hospital: (904) 542-4677 or (800) 529-4677 (Monday - Friday, 7 a.m. - 4 p.m.)
- NBHC Albany: (229) 639-7884/7886 (Monday - Friday, 7:30 a.m. - 4 p.m.)
- NBHC Jacksonville (active duty only): (904) 546-7094/7095/7107 (Monday - Friday, 6:30 a.m. - 4 p.m.)
- NBHC Key West: (305) 293-4834/4850 (Monday - Friday, 7:30 a.m. - 5 p.m.)
- NBHC Kings Bay: (912) 573-6450 (Monday - Friday, 7 a.m. - 4 p.m.)
- NBHC Mayport: (904) 270-3248 (Monday - Friday, 7 a.m. - 4 p.m.)

Patient priority is governed by Title 10 of U.S. Code: 1) active duty personnel; 2) TRICARE Prime members with a Primary Care Manager (PCM) at Naval Hospital Jacksonville who are active duty family members; 3) TRICARE Prime members with a PCM at NH Jacksonville who are retirees, their family members, or survivors of sponsors who died on active duty; 4) TRICARE Prime members with a civilian PCM; 5) active duty family members not enrolled in TRICARE Prime; and 6) all other beneficiaries.

Accreditation
Every primary care clinic at our hospital and five branch health clinics has recently earned Patient Centered Medical Home recognition from the National Committee for Quality Assurance (NCQA). NCQA’s recognition programs are built on evidence-based, nationally recognized clinical standards of care.

We are fully accredited by The Joint Commission—the nation’s premiere accrediting body for hospitals across the country. Please visit The Joint Commission website at www.qualitycheck.org for updated information on our accreditation and to see how we’re performing, even in areas where we seek improvement. We believe you have the right to make informed decisions about your health care. If you have compliments or concerns, we encourage you to contact Patient Relations; the department manager of the clinic where you received care; or the Commanding Officer’s Care Line at (904) 542-CARE (2273). If you feel your concerns about patient safety or quality of care remain unresolved, you may report them to The Joint Commission at One Renaissance Blvd., Oakbrook Terrace, IL, 60180, (800) 994-6610, or email complaint@jointcommission.org.
Stitch-in-Time is a locally created online tool our clinicians use to help remind you of the preventive measures you need, based on your age, gender and medical conditions.

It can identify diabetic patients who haven’t had a foot exam, women who need a pap, or people who need pneumovax vaccine. It’s about flagging the preventive steps you need to stay out of the hospital and doing what you most like to do.

Ask your Medical Home Port primary care manager about Stitch-in-Time. It may very well flag a test that could save your life.
Base Access
For information on base access, call your sponsor or Security/Pass and ID.

Hospital
Visitors without base access who visit Monday - Friday, 7:30 a.m. - 3 p.m. must first complete a Military Access Control System (MACS) request through your sponsor with hospital security at (904) 542-7545. The pass can be picked up at Pass & ID (NAS Jacksonville Yorktown Gate, (904) 542-4529/4530, Monday - Friday, 7 a.m. - 3 p.m.). Bring a driver’s license, proof of insurance, registration and a secondary official photo ID. All vehicle occupants need photo ID. If vehicle owner is not present, a signed letter from the owner authorizing vehicle usage is required. If your visit is expected after-hours, work with your sponsor or hospital staff to complete a MACS request at least 24 hours prior.

Labor & Delivery (L&D) or Maternal Infant Unit (MIU)
For the birth of a child, we can provide sponsors with multiple security forms based on delivery date to help ensure base access for your family and friends. Give your forms to L&D staff so your sponsor can be issued 30-day visitor passes.

Naval Branch Health Clinics
Visitors without base access should go to:
- MCLB Albany Pass & ID: (229) 639-5100/5200 (Monday - Friday, 7:30 a.m. - 3 p.m.)
- NAS Key West Pass & ID: (305) 293-2806 (Monday - Friday, 7 a.m. - 3:30 p.m.)
- NSB Kings Bay Pass & ID: (912) 573-1180 (Monday - Friday, 7 a.m. - 3:30 p.m.)
- NS Mayport Pass & ID: (904) 270-5585 (Monday - Friday, 6:30 a.m. - 2:30 p.m.)

Care Eligibility
For more information on care eligibility at our hospital, contact the Eligibility Officer.
Hospital Central Tower, 2nd Floor, Room 2006, (904) 542-7584 (Patient Administration)

Counsel’s Office (JAG)
Provides very limited legal services for inpatients and staff as well as notary services. Branch health clinic patients should contact their nearest legal assistance office.
Hospital Central Tower, 2nd Floor, (904) 542-7816

DEERS
Contact DEERS Support Office at (800) 538-9552, or www.dmdc.osd.mil/milconnect, or see DEERS information at www.tricare.mil.
Emergency & Urgent Care (see pg. 16)

Fraud, Waste and Resource Abuse Hotline
An Inspector General investigator is located at the hospital. Concerns can be submitted in person, by voicemail or email. Hospital (Building 2004, 2nd Floor, Room 200), (904) 542-7727 or NHJaxHotline@med.navy.mil

Information and Release of Information
The hospital’s quarterdeck, near our pharmacy, is staffed 24/7 and can provide general hospital information. Volunteers staff the information desk at the hospital’s outpatient entrance. Branch health clinic quarterdecks are not staffed after-hours. Medical information is protected by federal law—the 1974 Privacy Act and the 1996 Health Insurance Portability and Accountability Act (HIPAA)—so staff can only provide general information (not patient-specific).

JAG (see Counsel’s Office pg. 46)

Late Policy
Thank you for partnering with us and arriving on time for appointments, so we can also see our other patients on time. To reschedule or cancel, please call your Appointment Line or clinic well in advance. We ask you to call us 24 hours in advance, so we can give your time slot to another patient who needs care.

Medical Records (Also see New to Area, pg. 11)
Military medical records are, by law, the property of the U.S. government and must remain in our facilities at all times. You may request a copy of your medical record or have your record transferred by visiting us. Please allow two to three weeks for copies. If you are separating or retiring, please allow six to eight weeks. If you would like your spouse or other adult family member to be able pick up a copy of your medical records, you can provide us with written authorization.

Hospital (Outpatient Records): East Annex, 1st Floor, (904) 542-7425/Fax (904) 542-7281
Hospital (Inpatient Records): Central Tower, 2nd Floor, (904) 542-7362
NBHC Albany: (229) 639-7827/7886
NBHC Jacksonville: (904) 546-7108/7109
NBHC Key West: (305) 293-4833/4957
NBHC Kings Bay: (912) 573-4242
NBHC Mayport: (904) 270-4242

Medicare
Contact the Social Security Administration at www.socialsecurity.gov or call (800) 772-1213.
High Reliability

Being a high reliability organization is a mindset, not a program. Patient safety is at the core. It’s an everyday, all-hands effort to get it right for our patients. It’s providing you—our nation’s heroes and families—with the best care the nation can provide.
Minors
Children under 18 usually cannot be treated without parental consent. Parents can designate a third party to give consent—this is especially important for single, active duty parents. Please fill out an Authorization for Medical Care form at Outpatient Medical Records. Minor children who do not live with their military sponsor need to have an up-to-date military information card, no matter what their age, and need to ask their sponsor to keep their DEERS information current. Children age 10 and over need a military ID card (which can be obtained from PSD) for all treatment services given. We ask that adults (who have an appointment for themselves) not bring children with them who require supervision, as staff is unable to provide this. The base Child Development Center and School Age Care programs are resources.

Other Health Insurance
Please submit information on any non-TRICARE health insurance you have to Medical Records, the clinic check-in clerk, or Collections (Hospital Central Tower, 1st Floor, (904) 546-6210/6212). Federal law requires us to bill any other health insurance you have for your care. This will not result in any cost to you, and you will not be responsible for paying deductibles for care received here. All monies recovered are used to improve patient services.

Patient Safety
We’re committed to your safety—and we participate in Partnership for Patients, TeamSTEPPS®, National Patient Safety Goals and other safety initiatives. We monitor potential risks with an early-warning patient safety reporting system. The single most important thing you can do is to be an active member of your health care team.

Speak Up
• Pay attention. If something doesn’t seem right, alert your health care team.
• Ask questions any time you don’t understand or want more information.

Know Your Medicines
• Know what medicines you take. Make sure your doctors know, too.
• If you take more than three medicines, you should keep a current medications list in your purse or wallet.

Know Your Test Results
• If you’ve had a test (like a Pap or blood test), don’t assume “no news is good news.” Call and ask.

Involve a Family Member or Friend
• If you’d like someone to be your advocate, ask a family member or friend. They can come with you when you get care, ask questions, and write down instructions.

Surgery
• Make sure that you, your doctor, the nurses and staff all agree on: your name and birth date, what procedure is being done, and where on your body the procedure is being performed.

Your Hospital Stay
• Ask everyone who comes into your room to sanitize or wash their hands, if you don’t see them do it.
• Expect staff to introduce themselves. You can also check their identification badges.
• Make sure that staff confirm your identity—by asking you for your name and birth date and checking your wrist band—when they come into your room.
• Even if your doctor has given you permission to get out of bed, let staff know if you need help. A fall can undo what you and your health care team have worked hard to accomplish.
• Before you go home, ask your doctor or nurse to explain how to care for yourself at home.
Security
Security provides physical and investigative security as well as parking control.
Hospital Central Tower, 1st Floor, Room 1117 (by loading dock), (904) 542-7545

Smoking & Tobacco (also see Health Promotions/Wellness Center pg. 30)
We proudly offer smoke-free environments. In support of the health of all patients, there is no smoking anywhere at our facilities: parking lots, grounds, sidewalks, atriums or inside. Our Wellness Center and Health Promotions stand ready to assist you with quitting—please call us!

TRICARE
TRICARE is the health benefits program for uniformed service members, retirees and families worldwide. Active duty receive TRICARE Prime benefits, while family members can choose from TRICARE Prime, Extra and Standard. Additional options include TRICARE For Life (for retirees) and TRICARE Young Adult (for unmarried adult children, ages 21 to 25, of eligible sponsors). More information on your choices is available at www.tricare.mil; (800) 444-5445; or by seeing a TRICARE Health Benefits Advisor. Eligibility is dependent on your eligibility for health care in DEERS.

TRICARE Active Duty Family Member Dental Plan (Met Life): (855) 638-8371 or www.metlife.com/tricare.
TRICARE Claims Assistance: (800) 403-3950 or www.tricare.mil/claims
TRICARE Express Scripts (pharmacy): (877) 363-1303 or www.express-scripts.com/TRICARE
TRICARE Extra/TRICARE Standard
A more costly choice that allows you to seek care from any TRICARE-authorized civilian provider.

TRICARE for Life
Premium-free, and requires that you are eligible for Medicare Part A and enrolled in Medicare Part B. Information at (866) 773-0404 or the TRICARE Health Benefits Advisors (HBAs).

TRICARE Health Benefits Advisors (HBAs)
HBAs provide information on transferring your TRICARE enrollment to this region, Primary Care Manager assignments, benefits and claims, and obtaining care.
TRICARE Health Benefits Advisors (HBAs) (Cont’d)
Hospital (and NBHC Jacksonville): Central Tower, 1st Floor, (904) 542-9165
NBHC Albany: (229) 639-5544
NBHC Key West: (305) 293-4543/4869
NBHC Kings Bay: (912) 573-4228
NBHC Mayport: (904) 270-4255

TRICARE Online
Secure access to online appointing and prescription renewals at military treatment facilities at www.tricareonline.com.

TRICARE Pharmacy Home Delivery (see pg. 14)

TRICARE Prime
Offers the most comprehensive benefits at the lowest cost to you and includes priority access at military treatment facilities or a civilian contracted doctor. You must enroll to use this option. Active duty must enroll in TRICARE Prime.

TRICARE Referral Desk
Located in the hospital’s TRICARE office, patients can use the TRICARE Referral Desk to book in-house referrals. Please select “referral scheduling” at the ticket kiosk.
Hospital Central Tower, 1st Floor, (904) 542-4677, option 6

TRICARE Retiree Dental Plan (Delta Dental of California): Information at www.trdp.org or (888) 838-8737.

TRICARE Value Options (mental health): (800) 700-8646

TRICARE Young Adult
For unmarried adult children (ages 21 – 25) of eligible sponsors. (800) 444-5445

Veterans Affairs
For information on veterans’ health benefits, go to www.va.gov/health, call (877) 222-8387 or contact your local Fleet and Family Support Center.
1,850 MEDICAL VISITS
3,026 Prescriptions

15 Surgeries

173 DENTAL VISITS

Each and every day at Naval Hospital Jacksonville—our hospital and five branch health clinics—our team of 2,500 military and civilian staff do whatever it takes to heal our nation’s heroes and their families.
Get Connected!

www.med.navy.mil/sites/NavalHospitalJax

Download

Like Watch Follow

Download

Download on the App Store

Android App on Google Play

RelayHealth...YOUR PATIENT PORTAL

✓ email your Medical Home Port Team
✓ request non-urgent appointments
✓ get lab results
✓ renew medications
✓ access a health library
✓ get health e-news

When you sign up for RelayHealth, you must add your provider before you can actually communicate with your Medical Home Port Team. We look forward to connecting with you!
Your comments help us continuously improve.

Provide us feedback

- Visit our lobby “ICE” kiosks
- Go online at www.med.navy.mil/sites/navalhospitaljax
  - Stop by or call Patient & Customer Relations
- Call Commanding Officer’s Care Line at (904) 542-CARE (2272)
WOULD YOU LIKE MEDICATIONS DELIVERED TO YOUR HOME?

Sign up for free
www.tricare.mil/homedelivery
Express Scripts (877) 363-1303

$0 co-pays / 90-day supplies
Active duty have $0 co-pays;
Other patients have $0 co-pays on generics,
and 1/3 the cost of TRICARE retail pharmacies
for brand-name formulary and non-formulary
HOSPITAL LOCATIONS

- Admissions (CT, 2nd Floor): (904) 542-7811
- Allergy (EA, 1st Floor, Internal Medicine): (904) 542-7791
- American Red Cross (CT, 2nd Floor): (904) 542-7525
- Anesthesia (CT, 4th Floor): (904) 542-7632
- Audiology (CT, 5th Floor; Ear, Nose & Throat Clinic): (904) 542-7465
- Breast Health Center (CT, 1st Floor, Radiology): (904) 542-7857 / Cell: (904) 508-9830
- Cardiology (EA, 1st Floor, Internal Medicine): (904) 542-7481/7608
- Case Management (located at each Medical Home Port team; Lead: (904) 542-9334
- Chapel (CT, 2nd Floor): (904) 542-7531
- Chiropractic (CT, 1st Floor, Physical/Occupational Therapy): (904) 542-7375
- Coffee Shop (EA 1st Floor)
- Collections (CT, 1st Floor): (904) 542-7684/9776
- CSSR/Central Supply (CT, 1st Floor): (904) 542-7333
- CT Scan (CT, 1st Floor): (904) 542-7604
- Decedent Affairs (CT, 2nd Floor): (904) 542-7584
- Dental (CT, 2nd Floor): (904) 542-7540
- Deployment Health Center (NBHC Jacksonville): (904) 546-7009/7110
- Dermatology (EA, 1st Floor): (904) 542-7912
- Ear, Nose & Throat (CT, 5th Floor): (904) 542-7465
- Emergency Room (CT, 1st Floor): (904) 542-7341
- Endoscopy (CT, 3rd Floor): (904) 542-7506
- Exceptional Family Member Program (EA, 1st Floor, Medical Records): (904) 542-7348
- Family Medicine (EA, 2nd Floor): Green, Red, White and Yellow Teams: (904) 542-4677
- Galley (CT 1st Floor)
- Gastroenterology (EA, 1st Floor, Internal Medicine): (904) 542-9473/7806
- General Surgery (EA, 2nd Floor): (904) 542-7600
- Health Care Resolutions (CT, 4th Floor): (904) 542-7009, Cell: (904) 508-5290
- Immunizations (EA, 1st Floor): (904) 542-7810 ext. 2
- Intensive Care Unit (CT, 3rd Floor): (904) 542-7640
- Internal Medicine (EA, 1st Floor): Blue Team: (904) 542-7276
- Labor & Delivery (CT, 6th Floor): (904) 542-7705/7704
- Laboratory (CT, 1st Floor): (904) 542-7380
- Lactation Nurse (CT, 8th Floor, Room 8026): (904) 542-9671/ Cell: (904) 250-6374
- Maternal Infant Unit (CT, 8th Floor): (904) 542-7709/7708
- Medical Records (EA, 1st Floor): (904) 542-7425
- Mental Health (2034 Tatum Ave.): (904) 546-6351/6352
- Milky Way/Breastpumping (Pediatrics, EA, 1st Floor): (904) 542-9671
- MRI (CT, 1st Floor, Radiology): (904) 542-9693
- Multi-Service Unit (CT, 7th Floor): (904) 542-7180
- Neurology (EA, 1st Floor): (904) 542-7373
- NEX Gift Store (CT, 1st Floor): (904) 542-7821
- NEX Snack Bar (CT, 2nd Floor)
- Nuclear Medicine (CT, 1st Floor): (904) 542-7940/7044
- Nutrition (CT, 1st Floor near Security): (904) 542-9786
- Obstetrics & Gynecology (EA, 1st Floor): (904) 542-7419
- Occupational Health (CT, 1st Floor): (904) 542-7297
- Ophthalmology (EA, 2nd Floor): (904) 542-7680/7681
- Optometry (NBHC Jacksonville): (904) 546-7129
- Orthopedics (CT, 1st Floor): (904) 542-7365
- Patient Relations (CT, 1st Floor): (904) 542-9175/9413
- Pediatrics (EA, 1st Floor): Purple Team: (904) 542-7302
- Pharmacy (CT, 1st Floor): (904) 542-7405
- Physical Therapy & Occupational Therapy (CT, 1st Floor): (904) 542-7375
- Podiatry (CT, 1st Floor, Orthopedics): (904) 542-7365
- Pulmonology (EA, 1st Floor, Internal Medicine): (904) 542-7811/7041
- Radiology (CT, 1st Floor): (904) 542-7363/7729
- Same Day Surgery (CT, 4th Floor; 3rd Floor check-in): (904) 542-7747
- SARP (2034 Tatum Ave.): (904) 546-6302
- Security (CT, 1st Floor): (904) 542-7545
- Sleep Lab (CT, 5th Floor): (904) 542-9071
- TRICARE Health Benefits Advisors (CT, 1st Floor): (904) 542-9164/9165
- Urology (CT, 1st Floor): (904) 542-7488
- Vending (CT 1st Floor atrium)
- Wellness Center (Bldg. 867 next to NAS Jax Fitness Center): (904) 542-5292/5293
- Wounded Warrior – Safe Harbor (CT, 2nd Floor, Room 2110): (904) 542-9581