Central Appointments/General Information

NHCH Call Center (Medical) Appointment Line: 473-0247
Monday-Friday: 6:30 a.m. to 4 p.m.
Weekends and Federal Holidays: Closed

Request a medical appointment using RelayHealth - secure e-mail messaging with your Medical Home Port (MHP) Team
Log on www.relayhealth.com and click register in the upper right hand corner or set-up an account on www.tricareonline.com

Schedule a medical appointment on-line at www.tricareonline.com (available 24 hours a day, 7 days a week)

TRICARE Nurse Advice Line (NAL): You can speak with a registered nurse who can answer your healthcare questions and give advice. The nurse can also assist you with finding a provider and scheduling an appointment. They can assist you if you’re unsure whether to seek urgent care or help you with self-care at home. The NAL is available 24 hours a day, 7 days a week.
Toll-free phone number: 1-800-874-2273, option 1.

Emergency Services: Dial 911 or report to Tripler Army Medical Center Emergency Room.
For life threatening emergencies, report to nearest Emergency Room.

Health Benefits Advisor: 473-1880, ext. 92282
Health Net Federal Services (TRICARE contractor for West Region): Toll-free 1-844-866-9378 or visit www.tricare-west.com. Beneficiary Web Enrollment is available for online enrollment transactions.

Physical Therapy/SMART Center Appointments (by referral only):
Makalapa Annex: 473-2444, ext. 94543
Marine Corps Base Hawaii (MCBH): 257-8708

Dental Appointments (active duty only): 473-1880, ext. 93204/93205
Open: 7 a.m. to 4 p.m.
After-hours Active Duty Dental Emergencies: 864-4705
21st Dental Company, MCBH (Active Duty Only): 257-3100, ext. 1

Case Management/Referrals: 474-4242, ext. 91710

Health Promotion and Wellness Department: 471-2280


Customer Relations Officer: 474-3391 or email usn.jbphh.navhlthclinpearlh.li.list.nhch-customer-relations-office@mail.mil

Flu Hotline: 433-1FLU
Makalapa Branch Health Clinic
Building 1407, 1253 Makalapa Road, JBPHH
473-1880 | Quarterdeck X92210

Services provided include Family Medicine (care provided by Medical Home Port Teams), Dermatology (by referral), Exceptional Family Member Program, Fleet Liaison, Gynecology, Immunizations, Laboratory, Medical Readiness Clinic, Mental Health and Substance Abuse (active duty only), Optometry, Pharmacy, Physical Therapy and Sports Medicine (by referral), Preventive Medicine, Radiology, and Comprehensive Dental Care (active duty only).

Medical Clinic Hours:
Monday-Friday: 7:30 a.m. to 5 p.m. | Weekends and Federal Holidays: Closed

Extended Medical Home Port Primary Care Hours: 7:30 a.m. to 6 p.m. (NHCH Call Center Appointment Line and Makalapa Pharmacy (no handwritten scripts after 5:30 p.m.) have extended hours to support later primary care appointments)

Dental Clinic Hours: 473-1880 | Front Desk X93204/3207
Monday through Thursday: 7 a.m. to 4 p.m.
Friday: 7 a.m. to 1 p.m., training 1 to 4 p.m.
Weekends and Federal Holidays: Closed

Kaneohe Bay Branch Health Clinic
Building 3089, “D” Street, Marine Corps Base Hawaii
257-3365 | Quarterdeck X97123

Services provided include Family Medicine (care provided by Medical Home Port Teams), Aviation Medicine, Dermatology (by referral), Immunizations, Laboratory, Medical Readiness Clinic, Mental Health (active duty only), Obstetrics, Optometry, Pharmacy, Physical Therapy and Sports Medicine (by referral), Preventive Medicine and Occupational Health (limited basis), and Radiology.

Clinic Hours:
Monday through Friday: 7:30 a.m. to 4 p.m. | Weekends and Federal Holidays: Closed

Extended Medical Home Port Primary Care Hours: 7:30 a.m. to 6 p.m. (NHCH Call Center Appointment Line and Kaneohe Bay Pharmacy (no handwritten scripts after 5:30 p.m.) have extended hours to support later primary care appointments)
Camp Smith Branch Health Clinic (Active Duty Only)
Building 3B, MARFORPAC, Camp H. M. Smith
477-2600

Services provided include Primary Care provided by Medical Home Port Team, Audiograms, Immunizations, Laboratory, Pharmacy, and Dental.

Medical Appointments: 477-2600, ext. 2
Dental Appointments: 477-2600, ext. 3

Medical Clinic Hours:
Monday through Wednesday and Friday: 7 a.m. to 3:30 p.m.
Thursday: 7 to 11:30 a.m., training 1 p.m. to 3:30 p.m. (limited services)
Weekends and Federal Holidays: Closed

Dental Clinic Hours:
Monday through Thursday: 7 a.m. to 3:15 p.m.
Friday: 7 a.m. to 1 p.m., training 1 p.m. to 3:15 p.m.
Weekends and Federal Holidays: Closed

Wahiawa Branch Health Clinic (Active Duty Only)
Building 22, 500 Center Street, NCTAMS PAC
653-1400

Services provided include Primary Care provided by Medical Home Port Team, Immunizations, Laboratory, Pharmacy, and Dental.

Medical Appointments: 653-1400, ext. 1
Dental Appointments: 653-1400, ext. 3

Medical Clinic Hours:
Monday through Wednesday and Friday: 7 a.m. to 3:30 p.m.
Thursday: 7 a.m. to 11:30 a.m., training 1 p.m. to 3:30 p.m. (limited services)
Weekends and Federal Holidays: Closed

Dental Clinic Hours:
Monday through Thursday: 7 a.m. to 4 p.m.
Friday: 7 a.m. to 1 p.m., training 1 to 4 p.m.
Weekends and Federal Holidays: Closed
Shipyard Clinic (Occupational Health)
Building 1750, 480 Central Avenue, JBPHH

Services provided include Audiology, Industrial Hygiene, Immunizations, Laboratory, Occupational Health, Preventive Medicine, Radiation Health, and Radiology.

Occupational Health Appointments: 474-0625 or 471-8066, ext. 91349

Clinic Hours:
Monday-Friday: 7 a.m. to 3:30 p.m. | Weekends and Federal Holidays: Closed

PMRF Branch Health Clinic on the island of Kauai (Active Duty Only)
Building 278, PMRF Barking Sands
(808) 335-4203

PMRF has limited medical services; therefore, strict medical/dental screening is required prior to transfer. Family members will utilize TRICARE Prime REMOTE, as care through the military system is not available. Specialized services, i.e., orthodontics are not available. Medical conditions, no matter how slight, may be disqualifying. If questions exist on this matter, please contact the PMRF Medical Independent Duty Corpsman at (808) 335-4203.

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https://www.facebook.com/NHCHawaii/

Our goal is to provide the highest quality healthcare to you and your family. Your candid feedback on your healthcare experience will assist us to better serve you. If you receive Joint Outpatient Experience Survey (JOES) Questionnaire in the mail after an appointment at NHCH, please take a few minutes to complete it. We do make meaningful changes based on your input and it will help improve the quality of healthcare throughout military treatment facilities. Thank you!

“Put Your Thoughts On ICE” every time you visit. The Interactive Customer Evaluation (ICE) system is user-friendly and web-enabled. It allows you to provide immediate feedback to our Customer Relations Representatives.
For all NHCH Clinics and services, visit: http://ice.disa.mil/index.cfm?fa=site&site_id=1299.