As NMCP responds to the COVID-19 pandemic, we are implementing additional health protection measures to minimize foot traffic throughout the organization and help to mitigate the spread of infection, enabling us to better preserve the health and wellbeing of our patients and staff. We remain dedicated to providing the highest quality healthcare to our eligible beneficiaries. The situation is rapidly changing, so we wanted to inform you on a few ways our services will be changing in light of the nation-wide social distancing and movement restriction efforts.

**Social Distancing:**
COVID-19 is thought to spread mainly from person-to-person. Social distancing is deliberately increasing the physical space, preferably 6 feet or more, between people to avoid spreading illness. Minimize gatherings to reduce the chance of person-to-person disease transmission. This also helps keep healthy and sick people separated. There are several efforts underway here at NMCP to help accomplish this in accordance with CDC recommendations, as listed below:

1. **Only Come To The Branch Health Clinics Or MTF When You Need Medical Care!**
   If you are feeling well or have mild cold symptoms, DO NOT go to your local military hospital or clinic. Please stay home! This will help limit your exposure by avoiding contact with people and crowded places and minimize the spread of COVID-19. Preventing community spread by staying at home with social distancing is key to stopping the spread of COVID-19. A surge in well patients can overwhelm our healthcare system, and inadvertently expose you to sick people. This is in accordance with CDC guidelines.

2. **COVID-19 Cell Center - Call Ahead Before Seeking Medical Care.**
   Please continue to seek medical advice by PHONE IMMEDIATELY, if you have questions or concerns about your travel and/or exposure history and your symptoms by calling NMCP COVID-19 Call Center at 757-953-6200. Call prior to entering the NMCP compound or branch health clinic entrances. If symptoms are rapidly progressive and severe proceed directly to the Emergency Room (ER).
   If you are not in the local area, you can call, text or video chat with a nurse on the Nurse Advice Line at 1-800-TRICARE (1-800-874-2273), Option 1, or [https://mhsnurseadviceline.com](https://mhsnurseadviceline.com).

3. **Emergency Department Car Triage Screening Process.** The car triage process is simple and efficient for NMCP patients. The car triage is primarily a screening process to determine the right course of care for patients to mitigate the spread of COVID-19 in an open air environment and to relieve the patient flow through the ED. Please note that NOT ALL patients will need to be tested. Open daily from 10 am to 7 pm (weather permitting). To access the car triage screening area, as you enter NMCP on the NSA Hampton roads main gate, turn right and you will see big blue tents.

4. **Modified Visitor Policy.**
   NMCP is restricting the number of visitors in our hospital until the transmission of COVID-19 is no longer a threat to our patients, staff and community. NMCP is limiting visitors to one per patient, and recommending alternate ways for patient-visitors to interact, such as phone calls, video-call applications on cell phones, tablets or laptops, and other web-based means. Visitors must be in good health and not have any expected exposure or symptoms related to COVID-19. Children under age 18 (without a medical appointment) will not be permitted. Visitors may be asked to take precautions, wear masks and gowns and to wash hands frequently. Visitation policy will be flexible for families experiencing end of life situations.
5. **COVID-19 Screening At All Entrances.**
NMCP will continue conducting COVID-19 health status screenings at all NMCP and Branch Health Clinic entrances to assess if anyone has been exposed to COVID-19 or has any symptoms. Each individual will be asked a few questions to reduce the risk of exposure for all. Please be forthcoming and participate in the screenings to help prevent COVID-19 exposure. There will continue to be reduced number of entrances at NMCP and Branch Health Clinics.

6. **COVID-19 Testing.**
At this time, NMCP is not a TESTING Center. We have limited COVID-19 testing kits, which are being used for symptomatic patients based on clinical assessment. Unfortunately, we do not have the ability to test everyone who wants a test, or screen members to assist with operational requirements. Hopefully more kits will be available soon so testing can be expanded. Beneficiaries should not go to their clinic or military hospital seeking a test. Stay home instead, unless you need medical care.

7. **We Remain Open And Dedicated To Our Patients!**
NMCP remains open and dedicated to providing the highest quality healthcare to active duty service members, family members, and beneficiaries. How this is accomplished may just look a little different as noted below.

- **Reducing Routine Services.** Please see the attached table of available services and additional information below. These changes will be effective on Thursday, 26 March. We are reducing routine services to include non-emergent, elective surgeries and procedures to include routine dental care. We will maximize medical care with Virtual Health Appointments.

- **Virtual Health Appointments.**
Efforts are underway to maximize virtual appointments to provide care and reduce the number of visits in person to mitigate any spread of COVID-19. Clinics will establish routine virtual appointments and providers will call patients on designated day and time to discuss their care. The appointment is the same as an in person appointment but without the physical examination. Our staff will try to minimize undue laboratory and radiology studies that can be postponed to avoid any exposure to you and others while providing safe, high quality care. In some areas, video will be used.

- **Acute Services.** Acute services across all service lines will be maintained. If you have an emergent need, you will be seen.
  - **Mental Health:** Mental Health will continue to provide inpatient and acute services and has transitioned to telehealth for all outpatient mental health.
  - **Primary Care:** The Branch Health Clinics (BHC) and Tricare Prime Clinics (TPC) will remain open for primary care services and meeting the needs of operational readiness for active duty getting ready to deploy. Hours of operations at these locations will change. Services include laboratory, radiology, and pharmacy. Face-to-face appointments for urgent care services will be available as well as virtual appointments for routine medical needs. Pediatrics will continue to see well-child care visits and immunizations through 12 months. Appointments will be made through the appointment Call Center. Operational readiness needs for deploying service members will also be available through face-to-face and virtual appointments.
    - **Dental Care:** The Branch Health Clinics (BHC) will remain open for acute care services and meeting the needs of operational readiness for active duty getting ready to deploy.
  - **Surgical Services:** Surgical Services will maintain services for all sub-specialties (Brain and Spine, Otolaryngology, General surgery, Oral and maxillofacial surgery (OMFS), Ophthalmology, Orthopedics, Plastic, and Urology) to include urgent, emergent, acute, post-operative, cancer patient, trauma, and readiness issues. All deployment clearance appointments will be completed. All sub-specialties will be gapped for elective, chronic, and cosmetic care. All sub-specialties have 24/7 on call capabilities.
    - Post-operative patients and fracture clinic services will be maintained for orthopedics. Elective procedures will be postponed.
    - Obstetrics will continue to see both acute and routine cases. Gynecology will see urgent and emergent patients.
  - **Medical Services:** All medical service clinics to include Internal Medicine and Pediatric subspecialty care clinics (Gastroenterology, Nephrology, Endocrinology, Cardiology, etc) have moved to virtual appointments as appropriate. All acute care appointments are still being seen. Pediatrics will continue to
see well-child care visits through 12 months, and the Newborn Care Clinic will remain open. Virtual care/phone appointments are available for patients as needed. Clinic hours/times are not being reduced at this time. All sub-specialties have 24/7 on call capabilities.

- **Dental Services**: Dental services will continue to be provided in support of active duty readiness and emergencies. Dental cleanings and other routine dental care are cancelled until further notice.
- **Physical Therapy**: Physical Therapy will continue to seeing deploying active duty, post-operative and acute appointments.
- **Radiology and Laboratory Services.** Radiology will continue to see all patients as referred. Outpatient laboratory and phlebotomy will remain open during the week, but close on Saturdays.
- **Pharmacy Services.** NMCP and the Branch Health Clinics have instituted a call ahead drop-off prescription process for all chronic maintenance and refill prescriptions to reduce the number of patients waiting in the pharmacy area. There has been changes to pharmacy pick-up locations for these medications as well. All locations except Northwest will continue to be available to fill acute/urgent prescriptions. **Please review updated Pharmacy Services Flyer.**
- **TRICARE PHARMACY HOME DELIVERY.** Please keep in mind that you can get a 90-day supply of your medications via TRICARE Pharmacy Home Delivery or a 30-day supply of your medication via a retail network pharmacies (three times the cost of mail order). Consider using home delivery to conveniently access your maintenance medications (drugs regularly taken for a chronic condition) without leaving your house. Visit https://militaryrx.express-scripts.com/home-delivery for more information.
- **Galley and Food Services.** The Galley will be closed except for inpatient and Meal Card Holders only.
- **Pastoral Care Services.** Remains open for acute and inpatient services only. Routine appointments is through Virtual Health appointments.

**Information Resources.**

1. **CDC Website:** The CDC has excellent guidance on everything COVID-19, from how to stay healthy, when to seek care, and what to do if you think you might be ill with COVID-19: [https://www.cdc.gov/](https://www.cdc.gov/)

2. **NMCP Resources:** We will continue to post updates on our website and through social media.
   
   NMCP Website: [https://www.med.navy.mil/sites/nmcp/SitePages/home.aspx.](https://www.med.navy.mil/sites/nmcp/SitePages/home.aspx.)
   
   NMCP Social Media:
   - Facebook: [https://www.facebook.com/NMCPortsmouth/](https://www.facebook.com/NMCPortsmouth/)
   - Instagram: naval_med_center_portsmouth
   - Twitter: Naval MED CEN PORTS @NMCP1

Thank you for your understanding and support as we all work together in response to the COVID-19 pandemic.

**First and Finest – The safety of all of you and our staff remains our top priority!**