

## Ancillary Services

### Pharmacy

- Monday – Thursday, 0730-1630, Friday 0800-1630
- Refills may be picked up Monday – Thursday until 1630. No civilian prescriptions will be filled after 1500, except emergency medications. For questions, please call **805-982-6450**. This phone number may also be used to find out if we carry the particular medication you are requesting.
- Pharmacy Refill Line: 1-866-286-8249**. At your next visit to the clinic pharmacy, ask about the Mail Order Pharmacy program or go to [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) or call 1-866-363-8667.

### Radiology and Laboratory

- All procedures must be ordered by your provider prior to exam.
- Hours of Operations: M-F 0730-1600.

### Optometry

- Open to all eligible beneficiaries.
- Prescriptions, Contacts, and exams. Call for your next appointment today at **805-982-6336**

## NBHC PH is now On-Line !!!

Through **RelayHealth**, you can now...

- Request lab and radiology results
- Request medication refills
- Request appointments
- Communicate online with your provider about non-urgent symptoms
- Avoid unnecessary office visits and calls
- Register online **NOW**

<https://app.relayhealth.com/>

For additional information you may also visit the Naval Hospital Camp Pendleton website at:

<http://cpen.med.navy.mil>



TRICARE *Online.com*

When you ENROLL, you can...

- Book appointments online
- Have access to your medical records
- Track the status of your consults/ referrals
- View your lab results, allergies, medications and other personal health data
- Learn more about a variety of health topics for self-care through evidence-based patient information

## Naval Hospital Camp Pendleton

## Naval Branch Health Clinic Port Hueneme



*"Your team, your family,  
your Medical Home..."*

162 First Street, Bldg 1402  
Port Hueneme CA, 93043-4316  
805-982-6320/6321



# NAVY MEDICINE

World Class Care...Anytime, Anywhere

**Medical Home Port (MHP)** is Navy medicine's patient and family-centered medical home model. Your MHP team will ensure that care is all-inclusive and integrated with all other care provided within our healthcare system. Care delivered in MHP includes, but is not limited to: readiness, prevention, wellness, behavioral health, and disease management. MHP is intended to enhance the delivery of Quality Healthcare,

**PHAs** are walk-in visits between 0730-1200 and 1300-1630 Monday-Friday.

**Vaccinations** are walk-in visits between 0900-1200 and 1300-1500 M-F.

**Reservists:** Must be on Active Duty orders to receive acute care at Branch Clinic. Please call for an appointment.

**Outside Local area:** If are outside the local area on Leave, TAD, or during a PCS, you must contact your PCM for a referral to an Urgent Care Center or call 1-888-874-9378 (TRIWEST) for advice and authorization for Urgent Care before receiving care.

**Consult status:** Call our Managed Care Office at 805-982-6322/6323 during business hours.

**Medical Record Copies:** Copies can be requested through our Records office (no hand-carrying allowed). Please allow 7-10 days for processing.

*NBHC PH Hours of Operations*  
*Monday – Thursday – 0730-1700,*  
*Friday – 0730-1630*  
*Monday-Friday 0730-1630*  
*Closed on all Federal Holidays*

**To schedule or cancel an Appointment (no "sick-call" visits):**

**Phone: 805-982-6320/6321**

**On-line: <https://app.relayhealth.com/>**

See the back for more information and ask one of our staff about RelayHealth today!

**After-Hours Assistance**

Please contact the Medical / Dental officer of the Day at Branch Medical Clinic Point Mugu:  
805-989-8815/8816

## Patient Reminders:

- **MEDICAL Emergencies:** Call 911 or proceed to the nearest Emergency Room.
- **Check-in** 15 minutes prior to your appointment time (to complete clinic forms, vital signs and other procedures). Late arrivals will be re-evaluated and may require another team member or appointment time to assist YOU.
- **Recurrent "No Shows"** will be reported to the sponsor's chain of command.
- **Time Saver:** Have requested forms filled out before your appointment time.
- **Children** must have adult supervision at all times.
- **Talk-with-a-Nurse:** If you would like to speak with a nurse, you can leave a Telephone Consult and your concerns/questions will be addressed within 72 hours or the same day.

## What can I do to help myself obtain optimal healthcare?

1. Please update contact information such as address, home / mobile phone numbers and your current e-mail address for you and your family.
2. Schedule your preventive screenings for colonoscopy, cervical cancer, breast cancer and immunizations in a timely manner. This is a partnership and we need you to be involved.
3. Learn more about your chronic medical conditions such as diabetes and asthma. We will be providing information about your specific conditions and follow-ups. Having you manage your healthcare also leads to better health!
4. Provide us with your complete medical and family history including any care you obtain outside of this clinic. We are responsible for coordinating your care across multiple settings and we want to streamline the referral process to expedite your care.

### All Separation/Retirement Physicals:

Require at least two appointments. You may begin 180 days prior to your EAOS/Retirement date. All forms and prerequisites, i.e., labs must be completed prior to your PCM appointment.