

How to Request a Record from NMCP and its Clinics

BIRTH CERTIFICATES

Naval Medical Center Portsmouth does not maintain birth certificates. Birth certificates for patients born at NMCP are maintained by the Division of Vital Records within the Virginia Department of Health. To obtain a copy of a birth certificate, visit the DVR webpage:

www.vdh.virginia.gov/vital-records

INPATIENT RECORDS

Inpatient record requests are fulfilled by the Inpatient Records Department. To obtain these records, fax a DD 2870 (Authorization for Disclosure of Medical Information) along with a copy of your identification/driver's license (front and back) to (757) 953-5988.

OUTPATIENT RECORDS

The Outpatient Records Department provides a variety of support services to NMCP's beneficiaries. These services include outpatient medical record copy requests, record transfers, and release of medical information.

Contact Information:

Phone: (757) 953-2583 or 2584

Fax: (757) 953-0833

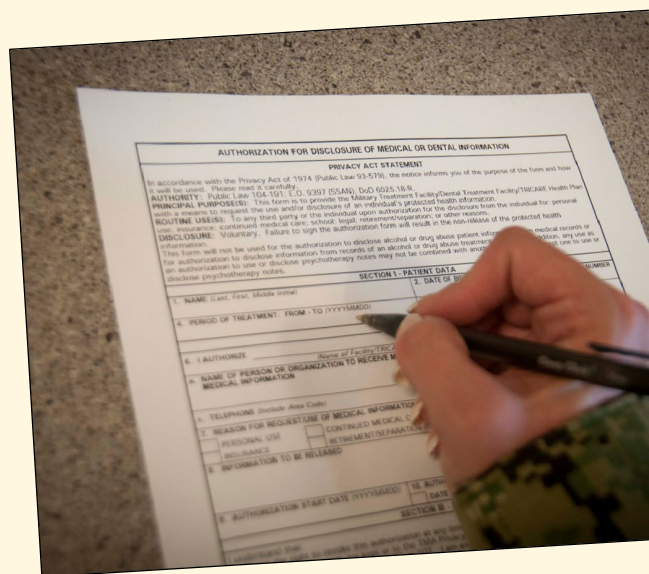
Location: Bldg. 2, 2nd Floor

Hours of Operation:

Monday through Friday

8 a.m. – 1 p.m.

Closed on all federal holidays



MEDICAL RECORDS AT YOUR FINGERTIPS: ONLINE USING MHS GENESIS PATIENT PORTAL!

<https://patientportal.mhsgenesis.health.mil/>

The MHS GENESIS Patient Portal provides secure access to your medical and active-duty dental health records, manage appointments, view lab results and exchange secure messages with your healthcare team.

CLOSED RECORDS SYSTEM

Naval Medical Center Portsmouth adheres to DOD Instruction 6040.43, which restricts patients from hand carrying medical records. All active-duty and family member records are the property of the Department of Defense and are to remain in the custody of NMCP for the duration of care at this facility.

EXCEPTIONS TO THE NO HAND CARRY POLICY (Service members only)

There are limited exceptions to the no hand carry policy, which include:

- o Service members who transfer to operational, overseas, and remote duty commands.
- o Active reserve members who are returning to their NOSC.
- o Service members who meet exceptions to the no hand carry policy must report to medical records with their check out sheet and a copy of their orders, and will be required to complete a NAVMED 6150/8.

MEDICAL RECORD COPY

To request a copy of your medical record, you are required to fill out a DD 2870 (Authorization for Disclosure of Medical Information). You may submit your request in person at the front desk of the Outpatient Records Department or fax your request, but you must include a copy of your identification/driver's license (front and back). To obtain a copy of your physical record, it must be maintained by and located at NMCP.* Otherwise, you must request your record through the facility that maintains your record. The physical record will be copied and available for pick up or mail out. MHS Genesis (electronic record) only requests can be emailed DOD SAFE. The medical records can also be printed and available for pick up or mail out

*Currently, we maintain the physical medical records for TPC Virginia Beach and TPC Chesapeake. Beneficiaries can still request an electronic health record copy from those facilities.

INSTRUCTIONS FOR ACCESSING EMAILED MHS GENESIS NOTES

Your medical records will be emailed to you from DOD SAFE. The email will be from NoReplyTo@mail.mil. The subject will be [DOD Safe] Patient's Name has dropped off files. Check all email folders for receipt. The email will have a link to the website and a password to securely access your medical record. You have 7 days once the email is sent to open your records.

If you do not open your email in the required timeframe and the Outpatient Records Department has confirmation the email was sent, you will need to submit another request. It will be treated as a new request and put in the order in which it was received. It is the individual's responsibility to open the email within the 10 days.

RELEASE OF MEDICAL RECORDS

Civilian providers may fax or mail release forms. Military treatment facilities must fax or mail a DD 877. To request records from a previous civilian provider, visit Outpatient Records to submit a DD 2870 and have with you the name and valid phone and fax number of your previous provider. To request records from a previous Military Treatment Facility, visit the Outpatient Records Department to complete a DD 877 and be able to provide the name of the treatment facility.

SEPARATING/RETIRING

Per NAVADMIN 173/17, service treatment records (STRs) are to be dispositioned by the military treatment facility within five days after the member's end of active obligated service (EAOS). Ensure that your medical treatment record (MTR) and dental treatment record (DTR) are turned in to their respective records departments to avoid possible delays or denial of your Veteran Affairs disability compensation claim. If you are submitting a claim with the VA, request a copy of your medical record AT LEAST 30 days prior to your appointment. Your original record WILL NOT be provided for the appointment.

Branch Health Clinics and TRICARE Prime Clinics

BHC Naval Station Norfolk (Formerly Sewells Point)

Phone: (757) 953-8700

Fax: (757) 953-8980

BHC Boone (Little Creek)

Phone: (757) 953-8240

Fax: (757) 953-8237

BHC Oceana

Phone: (757) 953-3812 or 3814

Fax: (757) 953-3815 or 3847

BHC Dam Neck

Phone: (757) 953-9914

Fax: (757) 953-9908

BHC Yorktown

Phone: (757) 953-8442

Fax: (757) 953-8368

BHC Northwest

Phone: (757) 953-6294

Fax: (757) 953-6440

BHC Norfolk Naval Shipyard

Phone: (757) 953-6454

Fax: (757) 953-6493

TPC Chesapeake

Phone: (757) 953-6325

Fax: (757) 953-6329

TPC Virginia Beach

Phone: (757) 953-6664

Fax: (757) 953-6721