

### **Our Pledge to You:**

We are confident that you will be pleased with the improvements that Medical Home Port will bring to your care. If you have any questions, please contact our Clinic Manager.

### **Partner with us to help improve your quality of care by:**

- Coming prepared with your family medical history
- Print your forms in advance from the web or via Relay Health
- Bring a list of all immunization records
- Bring a list and contact information for any provider you see outside the medical home
- Ask for help in creating and sharing a complete record of your care

### **Access and Communication:**

We would like to be available when you need us. Please ask about any special communication or access needs that you or your family members have. We have “policies” with your needs in mind. For example: When you call for a “sick” appointment, you will be assessed and seen the same day if medically indicated

If you are referred to a specialist, we will share information with them within 3 business days

### **Referral for Specialty Care:**

Our goal is that Naval Medical Center Portsmouth provides all your family’s specialty care needs

If you or your family member is seen by any non-military treatment facility provider, we ask you to provide us with that information to ensure that we receive all medical reports from them in a timely manner

### **Clinic Hours:**

**Monday-Friday, 7:30 am – 4:00 pm**

### **Your Health Care Teams:**

#### **Green Team:**

Tonya Dail, MD  
Katrina Leshanski, MD  
Amy Vyas, MD  
Jennifer Manzoor, PNP  
Diane McNeil, MD

#### **Red Team:**

Aldon Collier, MD  
Christina Jamieson, PNP  
Jessica Gardner, MD  
Wendy Schofer, MD

#### **Blue Team:**

Andrea Rahn, MD  
Tiffany Ohta, MD  
Luke Krispinsky, MD  
Stacy Donnelly, DO  
All Pediatric Residents and Interns

### **Behavioral Health Appointments: Tuesdays, 7:30 am – 4:00 pm**

### **Contact Us:**

**TRICARE Hampton Roads Appointment Center**  
Military Treatment Facility Direct Care Appointments  
1-866-MIL-HLTH (1-866-645-4584)

**TRICARE information**  
1-877-TRICARE (1-877-874-2273)

**NMCP Pediatrics During Office Hours:**  
Front Desk (757) 953-7716 Option 1

**NMCP Pediatrics – Department Clinic Manager:**  
Debra Melvin (757) 953-2990

**For Care Needed After Office Hours:**  
(757) 953-7716 Option 3

For Online Access to review your medical record, schedule appointments, request referrals, review lab results, refill prescriptions, and receive non-urgent clinical advice within 1-3 business days, use:

**[www.relayhealth.com](http://www.relayhealth.com) OR [www.tricareonline.com](http://www.tricareonline.com)**



# **Naval Medical Center Portsmouth**

## **Pediatric Clinic**



## **Your Family-Centered Medical Home**



## What is a Family-Centered Medical Home Port?



The Medical Home Port is accessible, continuous, comprehensive, family-centered, coordinated, compassionate and culturally effective care.

This means that we, as your Medical Home, are a central resource for all of your family's health care needs. In a Medical Home Port, your doctor, nurse practitioner, and their staff work to ensure that you feel that you are the most important part of the health care team. We want you and your family to be at the center of all aspects of your care.

As your Medical Home Port, we will also help you find information and resources about:

- Specialists
- Self-management of your health condition
- Current evidence-based treatments
- Nutrition
- Immunizations
- Home care, equipment, and vendors
- Support services for you and your family
- Behavioral health
- Community Resources
- Preventive Health Screenings

## A Medical Home Port includes:

- A partnership between your family and your primary care clinician
- A relationship based on mutual trust and respect
- Connections to support and services to meet your family's needs
- Respect for your family's cultural and religious beliefs
- After-hours and weekend access to medical consultation
- Families who feel supported in caring for their children
- Your primary care clinician working with a team of specialty providers



## Benefits of Medical Home Port:

- You regularly see the same primary care provider and office staff who know you and your family
- Your team assists you with coordinating care across multiple settings
- Information is exchanged honestly and respectfully as we learn from one another
- Your family feels supported in finding resources for all stages of growth and development of your children
- Your family is connected to family support organizations
- Your Medical Home Port partnership promotes health and quality of life throughout the life stages

## As your Medical Home Port, we will:

- Take care of you and your family whether sick or well with emphasis on health promotion, disease prevention and wellness education
- Help you plan your care and/or set goals for care, now and in the future
- Talk with you about any testing or treatment that you or your family may need
- Work with you and other care providers to coordinate care

## Tips for Building Medical Home Port partnerships:

When you visit your primary care clinician's office:

- Print your paperwork in advance from [med.navy.mil/sites/nmcp](http://med.navy.mil/sites/nmcp) and click on Pediatric Department in the A-Z section OR send us a message through Relay Health and we will send it directly to your email address!
- Share information on how you or your family member is growing, developing, or coping with family change
- Ask if there are resources that may be available for your child's health condition
- Ask about how to get care after regular clinic hours
- Please contact us prior to going to the Emergency Room/Urgent Care Center - We may be able to help expedite your medical care

