

WELCOME ABOARD



Naval Medical Center
620 John Paul Jones Circle
Portsmouth, VA 23708-2197

<https://portsmouth.tricare.mil>

Quarter Deck: (757) 953-5008



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Brian Feldman
Captain
Medical Corps, United States Navy

[Click here to see Chain of Command](#)

To Our Newly Reporting Staff Members and Families:

Welcome to the "First and Finest," Naval Medical Center Portsmouth, Virginia.

As the U. S. Navy's oldest, continuously operating hospital since 1830, Naval Medical Center Portsmouth (NMCP) proudly serves past and present military members and their families. The nationally acclaimed, state of the art medical center, including its ten branch and community branch health clinics located throughout the Hampton Roads area, additionally offers premier research and teaching programs designed to prepare new doctors, nurses, hospital corpsmen, and other healthcare professionals for future roles in healing and wellness. NMCP is a patient-driven TRICARE facility entrusted with the health readiness of the United States armed forces.

Geographically located in the southeastern corner of the Commonwealth of Virginia, on historic Hospital Point in Portsmouth, Virginia, the main campus of NMCP is home to more than 5,000 staff who provide healthcare services to the brave men and women of all our armed forces, their family members, and military retirees. With nearly 180,000 beneficiaries, this is a daunting task accomplished with great skill and competency by the "First and Finest."

Hampton Roads generally includes the cities of Newport News, Hampton, Norfolk, Portsmouth, Virginia Beach, Chesapeake, and Suffolk, and is populated with more than 1.5 million people. The region is homeport to the majority of the ships, aircraft, and Department of the Navy Sailors and Marines assigned to the Atlantic Fleet. NMCP is one of many regional commands that constitute the largest military concentration in the world.

Whatever your concerns, we're here to make your transition into the area as smooth as possible. If you have not been assigned a sponsor, contact the Military Personnel Management Department at (757) 953-3560 or email: usn.hampton-roads.navhospporsva.list.nmcp-dasssponsor@health.mil for assistance. Also, my Command Master Chief can be reached at usn.hampton-roads.navhospporsva.list.NMCP-CMC@health.mil.

Again, Welcome Aboard and we all look forward to serving with you!

Welcome to the Tidewater/Hampton Roads Local Area

<https://installations.militaryonesource.mil/>

WHAT IS HAMPTON ROADS?

"Hampton Roads" refers to the extreme southeastern portion of Virginia, and includes the following communities: Portsmouth, Norfolk, Virginia Beach, Chesapeake, Newport News, Hampton and Suffolk. This same area is also commonly referred to as the "Tidewater" area.

Tolls:

One of the first things you may notice when coming to the Hampton Roads area is how much water there is. It's rare that you can travel between cities without crossing a bridge or tunnel. While many of these crossings are free, you will inevitably encounter a toll while transiting the area. There are tolls on the Downtown and Mid-Town tunnels, which both connect Portsmouth to Norfolk. The nearby Jordan Bridge also requires a toll. The easiest (and most inexpensive) way to pay for tolls in this area is with an EZ Pass. EZ Pass is available for purchase online at <https://www.ezpassva.com/>.

Checking In:

- **If reporting during business hours (7:30 a.m. - 4 p.m.), you will report to the MILPERS office, Building 3, 4th floor. Building 3 is the tallest building on base and houses the food court.**
- **If reporting outside of business hours, you will report to the Quarterdeck (Building 2, 2nd floor, near the pharmacy).**

To access both buildings 2 and 3, you may park in the parking garage. The crossovers to building 2 and 3 can be accessed via the ground and second levels. After parking, walk toward the hospital (east) and take the crossover on your left for Building 2 or the crossover on your right for Building 3.

Once in Building 2, the Quarterdeck is directly on your right, near the Pharmacy.

Once in Building 3, pass the food court and take the elevators to the 4th floor. Follow the signs to the HRD/MILPERS office.

NOTE: To ensure a smooth check-in process, please bring a copy of your current Page 2 and Loss document from your last command; also any resuscitative medicine certifications (BLS/ALS/PALS/TNCC/TCCC/NRP/etc).

Military Personnel Management Department:

BLDG 3, 4th Floor

Customer Service Hours: Monday – Friday, 7:30 a.m. - 4 p.m.

Front Desk 757-953-5624

Command Sponsor Coordinator 757-953-3560

Uniform of the Day:

	<u>Officers/CPO's:</u>	<u>E1-E6:</u>
Summer:	Khaki/NWU Dress white	Dress White/NWU
Winter:	Khaki/NWU Dress Blue	Dress Blue/NWU

Dress uniform should be worn when checking in. Winter and summer uniform periods are prescribed by SOPA Hampton Roads. Generally, Summer uniforms are worn from late April to early October, and Winter uniforms from early October to late April. If you are reporting during one of the transitional periods, call the Quarterdeck at 757-953-5008, to find out the specific day of the uniform change.

Unaccompanied Personnel Housing (Barracks)

The Unaccompanied Personnel Housing (UPH) buildings on Naval Support Activity – Portsmouth consist of two, free standing buildings. Building 282 (Shacklette Hall) is currently under renovation and will have 156 rooms. It will be able to house 312 personnel when complete. Building 288 (Stanley Hall) has 210 rooms and can house 210 personnel.

UPH houses single E1-E4 personnel stationed at Naval Medical Center Portsmouth.

The main lobby is located at the back of Building 288.

Hours of operation: Monday - Sunday, 7 a.m. - 11 p.m.

Front Desk: 757-953-6221/6222

UPH has E6-E9 personnel who are Resident Advisors (RA). The RA duty schedule is posted in the lobby and on each elevator lobby bulletin board. Residents are encouraged to call the duty RA with problems and to access rooms after hours.

There is no Unaccompanied Personnel Housing for officers. All officers will receive BAH.

Parking

In the parking garage, there are over 1,500 staff or "open" parking spaces, over 1,000 patient/visitor parking spaces and special reserved spaces for Flag Officers, O-6 Parking, Handicap, etc. Each of these areas is marked either on the ground or with signs and is reserved, 24 hours a day, every day.

*Due to limited parking in the garage, if you live in the barracks or are a NSHS student, park by the barracks and walk to NMCP or NSHS.

Ground, Level 1 and 2:

- Are for patients and visitors unless otherwise designated by a sign.
- Aisles H-K on ground, 1 and 2 are open for staff parking.

Level 3, 4 and 5:

- Open parking for all staff personnel.

Parking Questions

All parking questions can be directed to the Site Director, 757-953-7325.

Temporary Lodging

Temporary Lodging Expense (TLE) may be paid in the Continental United States (CONUS) under Joint Federal Travel Regulations (JFTR). A maximum entitlement of 14 days TLE is authorized incident to a PCS between two permanent duty stations in CONUS. Ask about TLE when checking in.

NOTE: In order to collect TLE, you must stay in the Navy Lodge or Navy Gateway Inns and Suites. If they are full, you will receive a letter on non-availability and be able to stay in an outside hotel. If you do not receive this letter and stay in a different hotel, you will not be reimbursed.

Navy Gateway Inns & Suites

<https://ngis.dodlodging.net/>

1-877-NAVY-BED

Norfolk Naval Shipyard 757- 394-9165

Navy Lodge

<https://www.navy-lodge.com/>

Naval Station Norfolk 757- 489-2656

Base Dining Facilities

Building 2 Facilities -

- **Harvest Brew Coffee Shop (Starbucks) - 2nd Floor near pharmacy**
Monday-Friday: 6 a.m. - 3:30 p.m., Saturday & Sunday: CLOSED
- **Galley, 1st Floor**
Open to all personnel, military, staff, and visitors
Breakfast 6 a.m. - 8 a.m.
Lunch 11 a.m. – 1 p.m.
Dinner 4:30 p.m. – 5:30 p.m.

Building 3 Facilities, 2nd Floor Food Court

- **Auntie Anne's:** Monday-Friday: 7 a.m.- 3 p.m. Saturday & Sunday: CLOSED
- **Harvest Brew Coffee Shop (Starbucks):** Monday-Friday: 6 a.m. - 2 p.m. Saturday & Sunday: CLOSED
- **Panda Express:** Monday-Friday: 10 a.m. - 7 p.m., Saturday & Sunday: CLOSED
- **Subway:** Monday-Friday: 6 a.m. - 7 a.m., Saturday & Sunday: 8 a.m. - 4 p.m.
- **White Lotus Sushi:** Monday-Friday: 7 a.m. - 4 p.m., Saturday & Sunday: CLOSED
- **Pie-O-Neer Pizza:** Monday-Friday: 8 a.m. - 4 p.m., Saturday & Sunday: CLOSED

Building 256

- **The River's Edge Bistro (formerly known as The Sand Bar)**
Monday-Friday: 11 a.m. - 3 p.m., Saturday, Sunday, Holidays: CLOSED

Plans, Operations, Medical Intelligence (POMI)

BLDG 3, 4TH Floor

757-953-5302

While assigned to this command (with the exception of personnel on Limited Duty/Pregnancy orders and other limited special circumstances), some of you will be assigned to an operational mobilization platform. The following courses should be completed before reporting:

- Emergency Preparedness Response Course - Clinicians Course (IDC/NURSE/PA/MO/DR only)
Course Name: DMRTI-US017 (found via JKO)
- Emergency Preparedness Response Course Operator/Responder Course (HM and non-HM rates only)
Course Name: P-US260 (found via JKO)
- Chemical, Biological, Radiological Personal Protective Equipment course (ALL)
Course Name: CNE-EPOC-ELO-25.02.01.04-00001 (found via Navy ELearning)
- Chemical, Biological, Radiological, and HAZMAT Identification, Protective Equipment and Measures Course (ALL)
Course Name: CNE-CBR-001 (found on Navy ELearning)

NMCP Staff Only Mobile App

With the Staff App you will be able to get information about reporting in at NMCP, the Welcome Guide, and an interactive map of the medical center to assist you with getting around as you check in right on your phone or other mobile device.

You can download it at <https://apps.appmachine.com/nmcpemployee>. You must use your .mil work email address when registering to access the app.

Getting Settled: Your Military Support System in Hampton Roads

Hampton Roads supports one of the largest military communities in the world. Over 420,000 people in Hampton Roads are active duty military, military family members, or military retirees. As a result, you'll find that both the military and civilian communities are ready to welcome you and your family.

Navy Housing Referral Office

7924 14th Street

Norfolk, VA 23505-1211

Phone: 757-445-2832/1-800-628-7510

Fax: 757-445-6935

Hours of Operation: Monday - Friday 7:30 a.m.- 4 p.m.

<https://www.military.com/base-guide/hampton-roads-military-bases>

<https://www.homes.mil>

Hampton Roads covers a very large area and is home to many diverse neighborhoods. There are many popular neighborhoods in Norfolk, Chesapeake, and Virginia Beach, but you should be aware that from these areas, Portsmouth is accessible only by tunnels, which back up during rush hours. The neighborhood you fall in love with might only be a 30-minute drive from the command at 11 a.m., but during rush hour you may find one-way commuting takes over an hour.

Schools

DOD School Liaison Officers: <http://www.dodea.edu/Partnership/schoolLiaisonOfficers.cfm>

NSAHR – School Liaison Officer: 757-921-5876

My Navy Family App

MyNavy Family mobile application is the first tool by the U.S. Navy developed for Navy spouses and Sailors' families that combines authoritative information from more than 22 websites into a single, convenient application.

Available information and resources cover a wide variety of topics within the following categories:

- New Spouse
- Mentorship & Networking
- Employment & Adult Education
- Parenthood
- Special Needs Family Support
- Moving & Relocation
- Service Member Deployment
- Counseling Services
- Recreation, Lodging & Travel
- Family Emergencies
- Transition & Retirement

The app connects Navy families to information and resources to help them successfully navigate the complexities of the Navy lifestyle. In addition to a wealth of useful content, the app offers several features:

- Military Installation Search – Details information about every military installation around the world with contact information, base map, programs, and services, plus an overview of its mission.
- MyNavy Career Center – Provides a 24/7 resource for help and information, with in-app ability to call or send an email to a customer service representative.
- Emergency Contacts – Access a list of Navy websites and phone numbers for immediate support from a range of organizations: National Suicide Prevention Lifeline, Sexual Assault Crisis Support, National Domestic Violence Hotline, and American Red Cross Emergency Hotline.
- Calendar – Add dates and events to the calendar associated with users' mobile devices.
- Content Sharing – Share information by using other mobile device applications, such as email, SMS text, and iMessage.
- Feedback – Provide input about the app content and use.

Download the app here [Navy App Locker](#)

Military Child Care

Military Child Care Centers are certified by the Department of Defense and regulated by the respective branch of the military operating the facility. These centers accept children from infancy to kindergarten ages and include developmental programs. The National Academy of Early Childhood Programs may also accredit them.

Before and after school care is provided by many schools and organizations.

Youth programs are available at **NAS Oceana (757) 433-3976** and **NAB Little Creek (757) 462-8718**.

NSAHR Portsmouth (NMCP) Child Development Center Hourly Care

(757) 953-6904

NSAHR Portsmouth (NMCP) 24/7 Center

(757) 953-7050

[Please see the NMCP CDC Page for more information](#)

Scott Center Annex, Portsmouth (Norfolk Naval Shipyard)

(757) 967-2676

Naval Station Norfolk

(757) 444-3379/3239

Naval Amphibious Base Little Creek

(757) 462-7868

Naval Air Station Oceana

(757) 433-3164

<https://militarychildcare.com/>

This secure Department of Defense website provides a single gateway for you to find comprehensive information on military-operated or military-approved child-care programs worldwide. With MilitaryChildCare.com, you create an account and maintain a family profile that you can access at any time from any location.

Civilian Child Care

Child Care Aware of America assists members of the United States Navy in finding and paying for child care.

<http://childcareaware.org/>

Commonwealth of Virginia – Child Care Assistance

<https://www.childcare.virginia.gov/home-childcare>

Fleet and Family Support Center

https://www.cnic.navy.mil/regions/cnrma/ffr/support_services.html

<http://www.militaryinstallations.dod.mil/>

NSA HR Portsmouth Annex, FFSC
620 John Paul Jones Circle, Bldg. 249
Portsmouth VA 23708
Phone: 757-953-7801
Hours: Monday – Friday 7:30 a.m. – 4 p.m.
Closed Weekends and Holidays
Emergency after Hours Line: 757-444-NAVY

Programs and Services Offered: Deployment Support, Relocation Assistance, Personal Financial Management, Employment Assistance, Family Life Education, Information and Referral, Transition Assistance Program

Health Care

TRICARE

<https://www.tricare.mil/>

MHS GENESIS

<https://myaccess.dmdc.osd.mil/identitymanagement/app/login> - MHS GENESIS has replaced the TRICARE Portal as the Electronic Health Records used at all the Tidewater Area MTFs.

Appointments

Hampton Roads Appointment Center: 1-866-MIL-HLTH (1-866-645-4584)

Advice

Nurse Advice Line: 1-800-TRICARE (1-800-874-2273), option 1

American Red Cross

Phone: 757-953-5435

After hours emergency cell: 757-446-7700

Toll free Emergency Communication: 1-877-272-7337

DSN: 312-377-5435

Hours of Operation: 8 a.m. - 4:30 p.m.

Navy-Marine Corps Relief Society

BLDG 3, 4th Floor

<http://www.nmcrcs.org/locations/entry/portsmouth-va>

Phone: (757) 953-5956

DSN: 377-5956 / DSN Fax 377-0806

Fax: 757-953-0806

portsmouth@nmcrcs.org

Services Offered: Financial Assistance and Counseling, Quick Assist Loan (QAL), Education Assistance, Visiting Nurse, Budget for Baby, Emergency Travel and Disaster Relief

Ombudsman (Currently seeking applicants)

The Ombudsman is a volunteer, appointed by the commander, who serves as an information link between command leadership and Navy families. Ombudsmen are trained to disseminate information both up and down the chain of command, including official Department of the Navy and command information, command climate issues, local quality of life (QOL) improvement opportunities and “good deals” around the community. Ombudsmen also provide resource referrals when needed. They are instrumental in resolving family issues before the issues require extensive command attention.

[See Ombudsman Website for more information.](#)

Navy Exchanges

Naval Medical Center Portsmouth Mini Exchange

Building 3, 2nd floor

757-397-5858

Retail Store: Monday-Friday: 7 a.m. – 6 p.m.

Saturday & Sunday: 10 a.m. – 3 p.m.

Barber Shop: Monday, Tuesday, Thursday: 7 a.m. – 6 p.m.

Wednesday, Friday: 7 a.m. - 2:30 p.m.

Saturday & Sunday: CLOSED

Services include: Mini Mart, Barber Shop, Flower Shop and Dry Cleaning/Tailor

Naval Medical Center Portsmouth Mini-Mart

Building 256

860 Sterling Cook Street

Portsmouth, VA 23708

Retail Store: Monday-Friday: 7:30 a.m. - 5:30 p.m.

Saturday & Sunday: 10 a.m. – 3 p.m.

Services include: Mini Mart, Package Store

Portsmouth Scott Center Navy Exchange

1560 Cluverus Street, Building 1560

Portsmouth, VA 23709

Retail Store: Monday-Saturday: 10:30 a.m. - 7:00 p.m.

Sunday: 10 a.m. – 4 p.m.

Services include: Uniform/Tailor Shop, Package Store, Sight and Sound, Barber Shop, Laundry/Dry Cleaning, Jewelry

Commissary

Portsmouth, Norfolk Naval Shipyard Commissary

Scott Center Annex, Building 350

1717 Deldonna Street

Portsmouth, VA 23709

Monday – Friday: 8:30 a.m. – 7 p.m.

Saturday: 7:30 a.m. – 6 p.m.

Sunday: 8:30 a.m. – 5 p.m.

Morale, Welfare and Recreation – Portsmouth

860 Sterling Cook Street, Building 256

Portsmouth, VA 23708

<https://www.navylifema.com/installation/nsahr>

Outdoor Equipment Rental: 757-953-5095

Monday to Saturday, 9 a.m. to 3 p.m.

Sunday, Closed

Tickets & Travel: 757-953-5095

Monday to Saturday, 9 a.m. to 3 p.m.

Sunday, Closed

Rivers Edge Liberty Center: 757-953-5095

Monday to Saturday, 9 a.m. to 3 p.m.

Sunday, Closed

Scott Center Strike Zone – Bowling Alley

Scott Center Annex, Building 1487

757-396-3396

Riverview Fitness Center, Building 276

1101 Holcomb Rd.

Portsmouth, VA 23708

757-953-7024

Riverview Aquatics Center, Building 252

Indoor Pool

840 Sterling Cook Street

Portsmouth, VA 23705

757-953-5946

NMCP - Fitness Center Annex

NMCP Building 3, 1st floor

24/7 access - swipe badge for entry

Norfolk Naval Shipyard – Callaghan Fitness Center

310 Kempff Street, Building 310

Portsmouth, VA 23709

757-967-2495