

# WELCOME ABOARD



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

<https://portsmouth.tricare.mil>

Quarter Deck: (757) 953-5008





Shelley Perkins  
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 TRICARE Prime clinics located throughout the Hampton Roads area, additionally offers premier research and teaching programs designed to prepare new doctors, nurses and hospital corpsmen 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 men and women who provide healthcare services to the brave men and women of all our armed forces, their family members, and military retirees, nearly 180,000 beneficiaries, which 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@mail.mil](mailto:usn.hampton-roads.navhospporsva.list.nmcp-dasssponsor@mail.mil) for assistance. Also, my Command Master Chief can be reached at [usn.hampton-roads.navhospporsva.list.nmcp-mcpo@mail.mil](mailto:usn.hampton-roads.navhospporsva.list.nmcp-mcpo@mail.mil).

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

# **Welcome to the Tidewater/Hampton Roads Local Area**

<http://www.militaryinstallations.dod.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/> or at the Navy Exchange located in the hospital.

## **Checking In:**

- **If reporting during business hours Mondays, Wednesdays, Fridays (1000-1200), you will report to the MILPERS office, Building 3, 4<sup>th</sup> 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, 2<sup>nd</sup> 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 last command; also any resuscitative medicine certifications (BLS/ACLS/PALS/TNCC/TCCC/NRP/etc).

## **Military Personnel Management Department:**

### **BLDG 3, 4<sup>th</sup> Floor**

Customer Service Hours: MON-FRI, 7:30AM-4:00PM

Front Desk 757-953-7672

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 in the back of Building 288.

Hours of operation: MON-SUN, 7:00AM-11:00PM

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, 0-6 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 10 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**

<http://www.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**

- **The Dancing Goat, 2<sup>nd</sup> Floor near pharmacy**  
MON-SUN, 6:00AM – 5:00PM
- **Galley, 1<sup>st</sup> Floor**  
Open to all personnel, military, staff and visitors  
Breakfast: 6:00AM-8:00PM  
Lunch: 11:00AM-1:00PM  
Dinner: 4:30PM-6:00PM

### **Building 3 Facilities, 2<sup>nd</sup> floor food court**

- **Auntie Anne's:** MON-FRI, 6:00AM-6:00PM; SAT & SUN 8:00AM-2:00PM
- **Dancing Goat Café:** MON-FRI, 6:00AM-2:00PM; SAT & SUN CLOSED
- **Panda Express:** MON-FRI, 10:00AM-8:00PM; SAT & SUN, 10:00AM-4:00PM
- **Subway:** MON-FRI 6:00AM-10:00PM; SAT & SUN 8:00AM-4:00PM
- **White Lotus Sushi:** MON-FRI, 6:00AM-4:00PM; SAT & SUN CLOSED
- **Pie-O-Neer Pizza:** MON-FRI, 8:00AM-7:00PM; SAT, 10:00AM-4:00PM; CLOSED SUN

### **Building 256**

- **The River's Edge Bistro (formerly known as The Sand Bar)**  
MON-FRI, 11:00AM-2:00PM; SAT & SUN, 11:00AM-5:30PM

## **Plans, Operations, Medical Intelligence (POMI)**

**BLDG 3, 4<sup>TH</sup> Floor**

**757-953-5302**

While assigned to this command (with the exception of personnel on Limited Duty/Pregnancy orders and other limited special circumstances), 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)

## **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 14<sup>th</sup> Street

Norfolk, VA 23505-1211

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

Fax: 757-445-6935

Hours of Operation: M-F 0730-1600

<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 1100, 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>

Navy School Liaison Officer Directory: <https://coronadousd.net/documents/Parents--Students-/Military-Families/Worldwide%20Navy%20SLO%20Directory-Apr2020.pdf>

NSAHR – School Liaison Officer: 757-921-5876/953-7332

## **Military Child Care**

<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

<http://www.dss.virginia.gov/family/children.cgi>

## **Fleet and Family Support Center**

[https://www.cnic.navy.mil/regions/cnrma/ffr/support\\_services.html](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: MON-FRI, 7:30 AM - 4:00 PM

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/>

<https://www.tricareonline.com/> - Patient Portal

<https://app.tolsecuremessaging.com/> - Relay Health

Appointments/Enrollment 1-866-645-4584 or 1-877-874-2273

## **American Red Cross**

Phone: 757-953-5435/5442/5443

After hours emergency cell: 757-446-7700

Toll Free: 1-877-272-7337

DSN: 312-377-5435

Hours of Operation: 8:00AM-4:30PM

## **Navy-Marine Corps Relief Society**

**BLDG 3, 4<sup>th</sup> Floor**

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

Phone: 757-953-5956

Hours of Operation: MON-FRI, 8:00AM-4:00PM

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

## **Ombudsman**

The Ombudsman is a volunteer, appointed by the commanding officer, 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. Ombudsman also provide resource referrals when needed. They are instrumental in resolving family issues before the issues require extensive command attention.

### **NMCP OMBUDSMAN:**

Andy Trossbach

Phone: 757-417-5936

Email: [nmrtpombudsman1@gmail.com](mailto:nmrtpombudsman1@gmail.com)

## **Navy Exchanges**

Naval Medical Center Portsmouth Mini Exchange

Building 3, 2<sup>nd</sup> floor

757-397-5858

Retail Store: MON-FRI, 6:00AM-7:00PM; SAT&SUN, 9:00AM-4:00PM

Barber Shop: MON-FRI, 6:00AM-7:00PM; SAT 10:00AM-4:00PM; CLOSED SUN

GNC: MON-FRI, 8:00AM-7:00PM; SAT 10:00AM-4:00PM; CLOSED SUN

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

757-397-5857

Retail Store: MON-FRI 6:30AM-6:00PM; SAT, 10:00AM-4:00PM; CLOSED SUN

Services include: Mini Mart, Package Store

Portsmouth Scott Center Navy Exchange

1560 Cluverus Street, Building 1560

Portsmouth, VA 23709

757-391-3400

Retail Store: MON-SAT, 9:00AM-9:00PM; SUN 9:00AM-6:00PM

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



## **Morale, Welfare and Recreation – Portsmouth**

860 Sterling Cook Street, Building 256  
Portsmouth, VA 23708  
Outdoor Equipment Rental: 757-953-5095  
Tickets & Travel: 757-953-5095  
Rivers Edge Liberty Center: 757-953-5095

Scott Center Strike Zone – Bowling Alley  
Scott Center Annex, Building 1487  
757-396-3808

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, 1<sup>st</sup> floor  
MON-FRI: manned 5:00AM-6:00PM, swipe badge after hours

Norfolk Naval Shipyard – Callaghan Fitness Center  
310 Kempff Street, Building 310  
Portsmouth, VA 23709  
757-967-2495

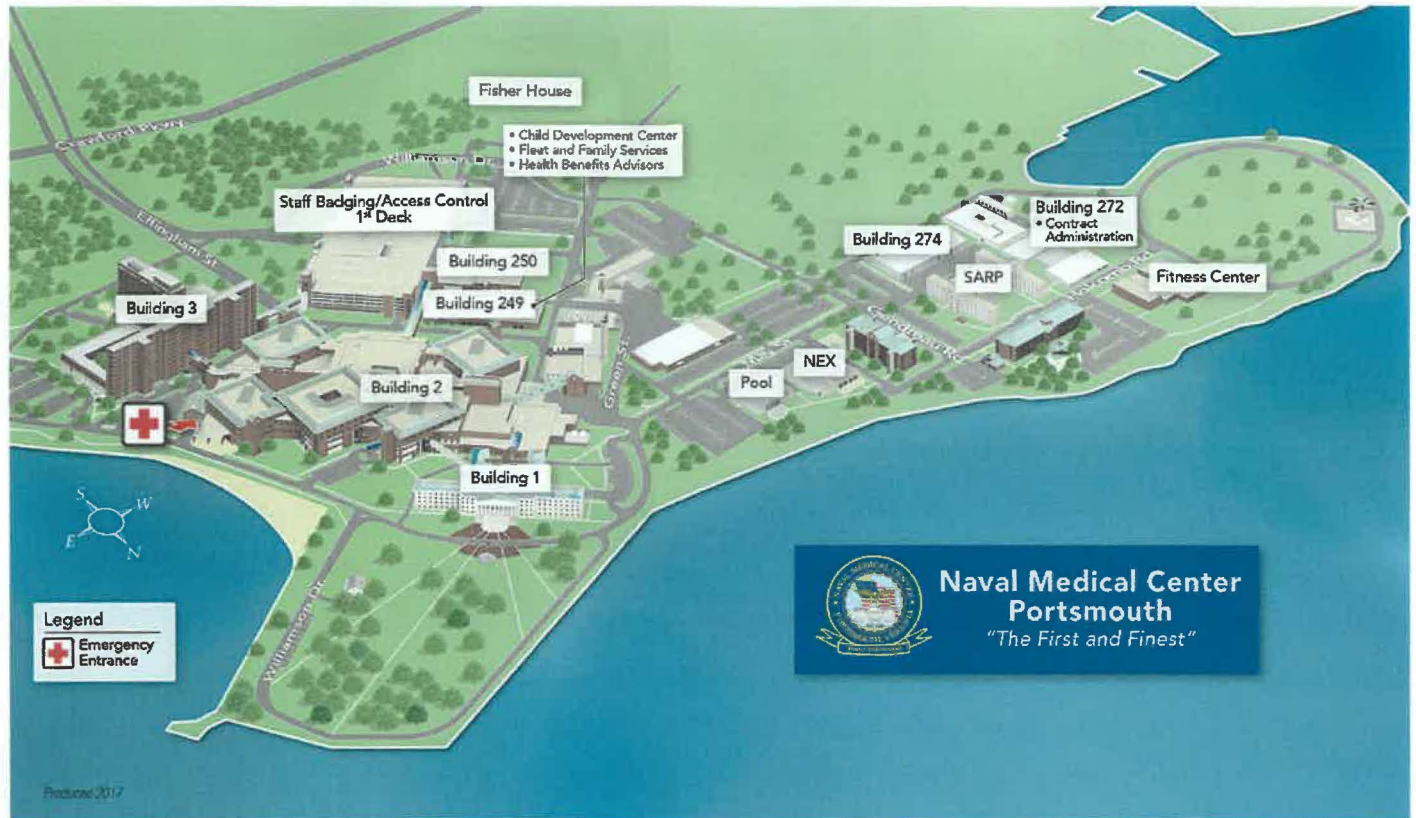
## **Commissary**

Portsmouth, Norfolk Naval Shipyard Commissary  
Scott Center Annex, Building 350  
1717 Deldonna Street  
Portsmouth, VA 23709  
757-399-7941  
CLOSED MONDAY  
TUES-FRI: 9:00AM-7:00PM  
SAT: 8:00AM-6:00PM; SUN: 9:00AM-5:00PM



Naval Medical Center  
Portsmouth  
"The First and Finest"

## Site view of Naval Medical Center Portsmouth



Department	Building	Floor
Admissions & Dispositions	Building 2	First Deck
Allergy	Building 2	Second Deck
Ambulatory Infusion Center (AIC)	Building 2	Third Deck
Ambulatory Surgery Center (ASC)	Building 3	Sixth Deck
Angio/CT Scan	Building 2	First Deck
Auditorium	Building 3	Second Deck
Balance Center & Vestibular Therapy	Building 2	Second Deck
Barber Shop	Building 3	Second Deck
Bio-Medical Photography	Building 3	First Deck
Cardiac Cath Lab	Building 2	Third Deck
Cardiology	Building 2	Second Deck
Central Supply Distribution (CSD)	Building 2	Third Deck
Chapel	Building 3	Second Deck
Child Mental Health Psychology Training	Building 3	Third Deck
Command DAPA	Building 1	Second Deck
Command Fitness Weigh-Ins	Building 3	Fifth Deck
Command Safety Department	Building 1	Third Deck
Command Urinalysis	Building 3	First Deck
Communications	Building 3	First Deck
Dancing Goat Cafe'	Building 3	Second Deck
Dental & Oral Surgery	Building 2	Second Deck
Deployability Clinic	Building 3	Third Deck
Dermatology	Building 3	Eighth Deck
Developmental Pediatrics	Building 3	Second Deck
Emergency Check-in	Building 2	First Deck
ENT, Audiology, & Speech Pathology	Building 2	Second Deck
Exceptional Family Member Program Coordinator (EFMP)	Building 3	Second Deck
Exercise Room	Building 3	First Deck
Family Medicine Clinic/Deployment Health	Building 3	Second Deck
FITREP/EVAL Coordinator	Building 1	Second Deck
Fleet Liaison	Building 3	Seventh Deck
Food Court	Building 3	Second Deck
Galley	Building 2	First Deck
Gastroenterology	Building 2	Second Deck
General Surgery	Building 2	Second Deck
Graduate Medical Education (GME)	Building 3	Third Deck
Guest Relations	Building 3	Fourth Deck
Hematology/Oncology	Building 2	First Deck
HRD/MILPERS	Building 3	Fourth Deck
Human Resources	Building 3	Third Deck
ICU Waiting	Building 2	Third Deck
IDES	Building 3	Seventh Deck
IMD Classrooms 1-3	Building 3	Second Deck
Immunizations	Building 2	Second Deck



Department	Building	Floor
Infectious Disease	Building 3	First Deck
Information Management Department (IMD)	Building 3	Second Deck
Intensive Care Unit (ICU) & ICU Stepdown	Building 2	Third Deck
Internal Medicine	Building 2	Second Deck
Labor & Delivery	Building 2	Fourth Deck
Laboratory	Building 2	First Deck
Legal Department	Building 1	Second Deck
Locker Room (Female)	Building 3	First Deck
Locker Room (Male)	Building 3	First Deck
Mail Room	Building 3	First Deck
Marine Corps Exceptional Family Member Program	Building 3	Fourth Deck
Maternal Fetal Medicine Waiting Room	Building 2	Fourth Deck
Medical Records/Outpatient Coding	Building 2	Second Deck
Medical Staff Services	Building 1	Second Deck
Meditation Chapel	Building 2	Third Deck
MRI	Building 2	First Deck
Navy Exchange	Building 3	Second Deck
Navy Federal Credit Union	Building 3	Second Deck
Navy Marine Corps Relief Society	Building 3	Fourth Deck
Nephrology	Building 2	Second Deck
Neuro Surgery	Building 3	Fourth Deck
Neurology/Endocrinology	Building 2	Second Deck
NICU	Building 2	Fourth Deck
Nuclear Medicine	Building 2	First Deck
Nutrition	Building 2	Second Deck
Occupational Health	Building 3	Fifth Deck
Occupational Therapy Clinic	Building 3	First Deck
Ophthalmology	Building 2	Second Deck
Optical Shop	Building 3	Second Deck
Orthopedics Reception Area 1	Building 2	First Deck
Orthopedics Reception Area 2	Building 2	First Deck
Pastoral Services	Building 3	Second Deck
Patient Rooms 4E	Building 2	Fourth Deck
Patient Rooms 4F	Building 2	Fourth Deck
Patient Rooms 4G	Building 2	Fourth Deck
Patient Rooms 4H	Building 2	Fourth Deck
Patient Rooms 4J	Building 2	Fourth Deck
Patient Rooms 4K	Building 2	Fourth Deck
Patient Rooms 4L	Building 2	Fourth Deck
Patient Rooms 5E	Building 2	Fifth Deck
Patriot's Inn	Building 3	Seventh Deck
Pediatric Hematology/Oncology	Building 2	Fourth Deck
Pediatric Intensive Care Unit (PICU)	Building 2	Third Deck
Pediatric Intensive Care Unit Unit Waiting	Building 2	Third Deck
Pediatric Specialty	Building 2	Second Deck

Department	Building	Floor
Pediatric Specialty Clinic - Cardiology	Building 2	Second Deck
Pediatric Specialty Clinic - Endocrinology	Building 2	Second Deck
Pediatric Specialty Clinic - Infectious Disease	Building 2	Second Deck
Pediatric Specialty Clinic - Nephrology	Building 2	Second Deck
Pediatric Specialty Clinic - Neurology	Building 2	Second Deck
Pediatric Specialty Clinic - NICU	Building 2	Second Deck
Pediatric Specialty Clinic - Nutrition	Building 2	Second Deck
Pediatric Specialty Clinic - Pulmonary	Building 2	Second Deck
Pediatric Specialty Clinic - Social Work	Building 2	Second Deck
Pediatrics	Building 2	Fourth Deck
Pediatrics (Inpatient)	Building 2	Second Deck
Pharmacy	Building 2	Second Deck
Physical Evaluation Board (PEB)	Building 3	Seventh Deck
Physical Medicine & Rehabilitation	Building 2	Second Deck
Physical Therpay	Building 2	First Deck
PIOP Check-in	Building 2	Fifth Deck
Plastic Surgery Center	Building 3	Eighth Deck
Police Department	Building 3	First Deck
Preoperative Evaluation Center (PEC)	Building 2	Third Deck
Preventative Medicine	Building 3	Fifth Deck
Progressive Care Unit (PCU)	Building 2	Third Deck
Psychology/Psychiatry	Building 3	First Deck
Pulmonary	Building 2	Second Deck
Quarterdeck	Building 2	Second Deck
Radiation Oncology	Building 2	First Deck
Radiology	Building 2	First Deck
Reception Area (Day Surgery)	Building 2	Third Deck
Refractive Surgery Center	Building 3	Sixth Deck
Resuscitative Medicine	Building 3	Second Deck
Rheumatology	Building 2	Second Deck
Sleep Clinic	Building 3	Fifth Deck
Surgery Waiting	Building 2	Third Deck
Thoracic & Vascular Surgery	Building 2	Second Deck
Urology	Building 2	Second Deck
Vendor	Building 3	Second Deck
Women's Health	Building 2	Fourth Deck
Women's Imaging Center	Building 2	First Deck
Wound Care & Ostomy	Building 2	Second Deck
Wounded Warrior	Building 3	Seventh Deck