



NAVAL MEDICAL CENTER CAMP LEJEUNE

Internal Medicine Clinic

Mission: Faithfully Serve military and civilian communities through health care excellence, readiness, and professional development

Vision: Be the paramount military medical center for superior family centered care and a force for operational and academic readiness

Guiding Principles: Patient-Centered, Team-Oriented, Mission-Focused.

NMCC Internal Medicine Clinic New Patient Letter

Welcome to the **INTERNAL MEDICINE CLINIC at Naval Medical Center Camp Lejeune!** We thank you for trusting us with your health care. Our clinic is a Patient-Centered Primary Care Medical Home. The Medical Home is a place of care where patients and family members are treated with respect, dignity, and compassion. It allows for a strong and trusting relationship between the patient and their care team. It also provides greater satisfaction to you, your provider, and your health care team.

You are assigned to a health care team in our clinic who will work directly with you. This team will include a physician, nurse practitioner, or physician assistant; a nurse, medical technicians, and an administrative technician who will partner with you to help provide for all your health care needs. As a patient, you are an active participant in managing your health. Our shared goal is to keep you as healthy as possible. The Medical Home staff will help you coordinate all aspects of your care, including wellness and acute visits, referrals for specialty care, obtaining any results, and consulting with other providers or getting a second opinion.

The Naval Medical Center Internal Medicine Clinic has board certified internal medicine physicians proud to serve all beneficiaries over the age of 18 assigned to us. Our clinic provides primary care as well as specialty care services. Internal Medicine services provided: Outpatient consults for complex conditions (to include but not limited to: HTN, HLD, Renal Failure, AKD, DM I and II, and additional specialty care regarding endocrinology, hematology, and several others to ensure bridge and proper referral placement to specialists), gender-affirming care (Active Duty ONLY), and Obesity Medicine.

Our clinic is open **Monday through Friday, 0800-1600. Call 910-450-4357(HELP), or make an appointment via the Genesis Patient Portal <https://patientportal.mhsgenesis.health.mil>.** To learn more about our clinic, visit us at <https://camp-lejeune.tricare.mil/health-services/primary-care/Family-Medicine> or on social media.

You can select or change your health care team anytime using TRICARE Online at www.tricareonline.com.

What to do in an emergency: Please call 911. Do not drive yourself to the Emergency Department. Please get in touch with us the following business day to leave a message with your Care Team at (910) 450-4357 or send us a Secure Message using the Patient Portal.

After hours or while traveling: For health care needs, contact the Global Nurse Advice Line at www.MHSnurseadvice.com or dial 1-800-TRICARE (1-800-874-2273), option 1. The Nurse Advice line is operated 24/7 by phone, web chat, and video chat.

If you have recently relocated to our area, please contact DEERS to update all family members' addresses and contact information at https://milconnect.dmdc.osd.mil/milconnect/public/faq/DEERS-Updating_and_Correcting_DEERS_Data or by phone at 800-538-9552.



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Be prepared.

To receive maximum benefit from the time spent with your health care team, we suggest the following tips:

- *Sign up for your local Patient Portal.* The portal allows you to view your health information, send secure messages to your care team, and request prescription renewals. You can view your notes from clinical visits, labs, and test results, make appointments, and complete pre-visit questionnaires online. To sign up, don't hesitate to get in touch with our clinic.
- Bring all your prescription medications in their original containers to your appointment along with a list of any over-the-counter medications and supplements you are also taking. Describe when, how, and how often you take your medications and supplements.
- Write down any questions and notes you may have in advance, and feel free to bring a pen and paper to your appointments. If necessary, bring a friend or family member to your visit to help you remember answers to your questions or other details of the visit.
- Here are some questions to ask every time you talk with a doctor/provider, nurse, or pharmacist (from Ask Me 3):
 1. What is my main problem?
 2. What do I need to do?
 3. Why is it essential for me to do this?
- Provide an honest evaluation of your situation and concerns, even if it is difficult or potentially embarrassing.
- Let the team know if you have a current care plan and feel that you are making progress towards your goals or need further help or education.

Speak up.

- Our clinic staff respects and encourages patients and family members to speak up! Our job is to ensure you are comfortable expressing your preferences, needs, and values. Your job is to convey your preferences, needs, and values. Be clear and to the point. If you don't understand fully, ask for further clarification. Your team should always use simple terms that are easy to understand, and in the language you prefer.

Take charge of your health and be an informed health consumer.

- If you have had a condition for more than 6 months, learn more about your disease, treatment options, treatment plans and prognosis. Help us identify your goals regarding your disease and how we can help you reach those goals. Do your research on your condition using reputable websites.
- We are partners in your care; you are an active partner. We create plans of care "with" you, not for you.
- Be aware of health fads. We encourage you to look up health information online; however, we recommend that you utilize reputable sources. Ask questions and obtain clarification when needed.

Check out publicly reported data.

- All Military Health Service Facilities share information about quality, safety, access, and overall satisfaction at www.health.mil/transparency. Check out our Medical Facility's data. Don't hesitate to ask your health team questions about what they are doing to improve quality, satisfaction, safety, and access.

Feedback

We want to hear from you! Scan the QR Code or let us know about your experience and how we can serve you better. We look forward to partnering with you on your health care journey!



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