



Medical Records

Information About Safeguarding Medical Records and Protecting the Privacy of Personal Health Information

Military Treatment Facility Appointments

- For appointments at NMCP or one of the Navy's military Prime clinics, the Medical Records Office staff will deliver the patient's medical record to the provider. This includes NMCP specialty appointments scheduled in advance for patients assigned to Navy Prime clinics outside the hospital.
- For same-day specialty appointments, or for patients assigned to Langley, Fort Eustis, Fort Lee or Coast Guard clinics, the patient should bring their medical record to the appointment with them, then return it to their clinic afterward.

Transferring Medical Records—Active Duty Personnel

- Service members under orders should pick-up their medical record at the Outpatient Medical Records Office to be hand-carried to the new duty station. All medical records are verified for completeness and accuracy at the time of transfer.

Transferring Medical Records—Active Duty Family Members

- Service members under orders may request to transfer their family members' outpatient medical records to the military treatment facility designated for the new duty station. The records will be sent to the new military treatment facility by certified, return-receipt mail.
 - If a request to transfer the records is not submitted before the sponsor and family move to the new location, it can be done after arrival. The Medical Records Office at the new location's military treatment facility can send a *Request for Medical/Dental Records or Information (DD Form 877)* to NMCP at the following address:

Outpatient Medical Records Office—Naval Medical Center Portsmouth
Portsmouth, VA 23708 Fax: (757) 953-0833

Copying Medical Records

- Patients can request a copy of their medical records by submitting DD Form 877 to the Outpatient Medical Records Office. This form can be dropped-off, mailed or faxed to the Records Office.

NMCP Health Benefits

Building 3, 3rd Floor; Mon-Fri, 7 a.m.—3:30 p.m.
(757) 953-2610/2611

NMCP TRICARE Service Center

Health Net Federal Services
Building 249 (next to parking garage)
Mon—Fri, 7:30 a.m.—4:30 p.m.
1-(877) 874-2273



Appointments & Specialty Referral Status

Hampton Roads Appointment Center
Mon—Fri, 6 a.m.—8 p.m.
S, S & Holidays, 7 a.m.—3:30 p.m.
1-(866) 645-4584

To Schedule a Presentation

TRICARE Operations—Marketing
(757) 953-6153/6048