

USNH Yokosuka On-line Improving Access to Care and Patient Satisfaction

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U.S. Naval Hospital (USNH) Yokosuka is improving access to care and patient satisfaction through the implementation of Medical Home Port. Medical Home Port is a team based approach to patient and family-centered healthcare which fosters a strong provider/patient relationship and greater access to care. USNH Yokosuka Pediatric Clinic and Branch Health Clinic (BHC) Atsugi are currently operating with the Medical Home Port model. USNH Yokosuka Family Medicine Clinic and BHC Iwakuni are scheduled to begin Jul. 5 with BHC Sasebo scheduled for Aug. USNH Yokosuka Internal Medicine Clinic will follow suit in Sep.

A key element of Medical Home Port is USNH Yokosuka On-line (powered by RelayHealth.) USNH Yokosuka On-line can be accessed by visiting U.S. Naval Hospital (USNH) Yokosuka's home page at www.med.navy.mil/sites/nhyoko. USNH Yokosuka, who is the parent command of BHC Atsugi, is the portal for RelayHealth access.

By providing your email address to clinic staff, you will receive an invitation to access RelayHealth. After completing a simple registration, you will be able to email your provider, request your next appointment, request lab results, request medication refills, access information to manage your health and create your own personal health record which is especially useful for those managing a chronic condition. The secure messaging system within RelayHealth ensures your personal and medical information is kept private with access limited to medical providers on your team.

Navy Medicine has adopted the Medical Home Port model of care and the on-line services of RelayHealth from civilian health care in the United States and is becoming the standard in health care throughout the military and private sector. The ability to request lab results and email your provider, reduces the need for face to face visits and creates greater access to care for visits that require a more clinical setting.

For more information on USNH Yokosuka On-line and RelayHealth, ask a member of your Medical Home Port team.