Steps to Access Health Care:

☐ **Visit the Health Benefits (Inside TRICARE Office)**

1st Floor, Next to Information Desk
M-F 0700-1600

☐ **Visit the Outpatient Medical Records Office**

1st Floor, West Wing
643-7820
M-F 0700-1600

☐ **Visit the Collections Office**

Bring Insurance information to set up an insurance account or direct filing (or to verify Information is still correct)

1st Floor, North Wing near Pediatrics
643-7438

Important!

Assignment is based on eligibility for Direct Medical Care Only while assigned or stationed Overseas. Care is given on a space available, fully reimbursable basis.

Important Phone Numbers:

Lester Family Medicine Clinic
643-7517

Lester Pediatric Clinic
643-7304

Lester Internal Medicine Clinic
643-7714/7715

Bush Family Medicine Clinic (Courtney)
622-7632

Kinser Family Medicine Clinic
637-3995

U.S. Naval Hospital Okinawa Information
643-7555

US Naval Hospital Emergency room
643-7338

For ambulance call:
- **On base: 911**
- **Off base: 911-1911**
- **Japanese ambulance: 119**

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U.S. Naval Hospital Okinawa, Japan

Accessing Health Care for Civilians

Visit us online at:

www.oki.med.navy.mil

Mission of U.S. Naval Hospital Okinawa, Japan

We are committed in delivering the highest quality health care to all entrusted to our care. Our primary mission is to serve our active duty service members and enrolled TRICARE Prime beneficiaries. However, Naval Hospital Okinawa strives to serve the needs of our entire community, which includes civilian employees of DoDDS, various U.S. government and DoD agencies and their family members.

Accessing Health Care

Patients who are new to our facility need to begin by registering. Non-emergent care can not be provided until you complete the following steps:

Step #1: Visit Health Benefits (TRICARE Office)

- Begin initial registration process
- Choose clinic assignment

Step #2: Visit Outpatient Records

- Establish medical records

Step #3: Visit Collections Office

- Submit insurance information

Where Can I Be Seen for Outpatient Care?

The following clinics are available to you:

- Lester Family Medicine
- Lester Pediatric Clinic
- Lester Internal Medicine Clinic
- Bush Branch Clinic (Courtney)
- Kinser Branch Clinic

Do I have to Choose a Clinic?

Yes. Choosing a clinic maintains continuity of care for you and your family. It also allows us to maintain appropriate numbers of patients per individual provider to better serve all of our customers!

What is the Best Clinic for Me and My Family?

Medical Care for the Entire Family:

- Bush Branch Clinic (Courtney)
- Kinser Branch Clinic
- Lester Family Medicine Clinic

Adult Medical Care Only:

- Lester Internal Medicine Clinic

Child Medical Care Only:

- Lester Pediatric Clinic

Recommendations:

- Consider our Branch Clinics. They offer the same basic services as the Naval Hospital.
- Assignment to Internal Medicine is preferred for those adults which are here on island without children.
- Internal Medicine assignment is also preferred for patients with more complicated medial issues.
- **Lester Family Medicine and Lester Pediatric Clinic are high demand clinics. Consider other clinics for assignment.**

Am I Required to be Seen at the Clinic which I am Assigned to?

Yes. However, there may be times when the appointment clerk offers you an appointment at a different clinic in order to help you be seen more quickly for your healthcare needs.

Naval Hospital Okinawa strives to maintain continuity of care. It is the best method to provide the highest possible quality of care for you and it allows our providers to manage your care more effectively!

How do I make a Medical Appointment?

Just call the clinic that you are assigned to, and inform the appointment clerk that you are an assigned civilian. The clerk will verify your status, and then schedule your appointment.

Please be sure to bring your insurance paperwork and identification card with you to every appointment.

Use of the Emergency Room

Our Emergency Room is staffed to handle emergent health care needs for the entire DoD community stationed on Okinawa. Patients are triaged based on the urgency of the medical condition. Wait times can be lengthy for non emergent health care concerns. Please consider this as you decide whether your condition warrants a visit to the Emergency Room.