



# NAVY CARE

## Virtual Health Visits on Your Mobile Device or Computer



**Navy Care makes it more convenient than ever to get care.**

You can have a virtual visit with a provider on your smartphone, tablet, or computer — from the convenience of home, work, or wherever you want to receive care.

- Easy to use
- Private & secure
- Free

**Ask your healthcare team about enrolling!**

Or, contact your local Navy Care team:

**Your local Navy Care team:**

Office: 904-542-7071 | Mobile: 904-250-6358 | Email: [usn.jacksonville.navhospjaxfl.list.virtual-support@mail.mil](mailto:usn.jacksonville.navhospjaxfl.list.virtual-support@mail.mil)

## How do I sign-up?

1. Talk to your provider.
2. If your provider recommends a virtual visit, the clinic will schedule your virtual visit and you'll receive an email with instructions.
3. Open the email invitation for your Navy Care appointment. Click the "Get Started" button at the bottom of the email.
4. By following the prompts on your smartphone, tablet, or computer, you'll be guided through the steps to set up your username and password.

Note: Please check your junk or spam folder and save the email

## What can I expect on the day of my visit?

1. Connect to Wi-Fi and visit <https://navy.care> or log into the Navy Care app up to 30 minutes before your appointment.
2. Access your appointment from the calendar button.
3. After you enter the virtual waiting room, you'll watch a video while you wait to connect with your Navy provider.

## What can Navy Care can be used for?

- |                     |                                     |                                    |
|---------------------|-------------------------------------|------------------------------------|
| ■ Allergy           | ■ Fitness Enhancement Program (FEP) | ■ Orthopedics & Podiatry           |
| ■ Behavioral Health | ■ Neurology & Sleep Medicine        | ■ Pediatrics Sub-Specialty         |
| ■ Clinical Pharmacy | ■ Nutrition                         | ■ Periodic Health Assessment (PHA) |
| ■ Diabetes Wellness |                                     | ■ Urology                          |
| ■ Family Medicine   |                                     |                                    |

## Frequently asked questions

1. **What is the cost of a virtual visit?**  
There is no cost to have a virtual visit on Navy Care.
2. **Can I invite a guest to join my virtual visit?**  
Navy Care offers an "Invite a Guest" feature, which allows you to invite another participant, such as a family member, caregiver, or language translator into the virtual visit.



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