

## MHS GENESIS Patient Portal

MHS Genesis patient Portal offers a variety of services: book next appointment with your PCM, medication refills, lab results, and confer with Registered Nurse. Take advantage by logging into <https://my.mhsgenesis.health.mil/> or by scanning the QR code below:

**New Prescription please text:**

**1-833-338-1717**



## Important Points to Remember

Mainside Clinic is excited to work with you. Please review this information below:

- Please remember to bring your medication list to include over-the-counter medication.
- If you receive medical care from an emergency room or admitted to a civilian hospital – contact the clinic at (910) 450-2264 within 24 hours after discharge and make a follow-up appointment with your PCM. Please bring all paperwork from the civilian hospital.
- Referrals to a specialist may be submitted by your PCM. You will receive a letter in the mail from Tricare/Humana with instructions for making the appointment.
- You are entitled to a second opinion of your care; this request must be communicated with your PCM.

### POINTS OF CONTACT:

Appointments	(910) 450-2264
Patient Relations	(910) 450-4154
Immunizations	(910) 450-2298
Medical Records	(910) 450-2262
Pharmacy	(910) 450-4171
Pharmacy Refills	(877) 363-1303
Mental Health Clinic	(910) 450-4700

## Welcome To Mainside Branch Medical Clinic (Building 15)



## YOUR PATIENT CENTERED MEDICAL TEAM

- Primary Care Manager
- Registered Nurse (RN)
- Hospital Corpsman

Our goal is to ensure that primary care needs are met, that we alleviate long waits in the Emergency Room for routine care and ensuring that your team stays active in addressing your health care needs. Primary Care Managers are automatically assigned if you are enrolled in TRICARE.

## Our Responsibilities

- Listen to you.
- Explain illnesses, treatments, results, and answer questions.
- Provide you with information on staying healthy.
- Be available and accessible for your health care needs.  
Remind you about important medical readiness items and preventive health measures.

## Your Responsibilities

- Book appointments with your PCM at (910) 450-2264 or through the MHS GENESIS Patient Portal
- Verify we have the most up-to-date contact information for you including physical address, phone numbers, and email address.
- Book same day appointment for NON-EMERGENT illnesses or injuries rather than going to the emergency room.
- Keep appointments, arrive on time, and if you cannot make it, let us know in advance.
- Stay involved by scheduling your preventive screenings: colonoscopy, cervical cancer, breast cancer, and immunizations.
- Provide feedback so we can continue improving!

## Appointments

Same-Day Appointments: Intended for urgent needs that can be addressed in clinic and not in the Emergency Department. Once you call, we will make every effort to see you within 24 hours.

Future Appointments: For chronic concerns, routine health exams, or any type of follow-up visit.

If you received medical care from an Emergency Room, or if you are admitted to a civilian hospital – we need you to contact the clinic at (910)450-2264 after discharge and make a follow-up appointment with your PCM. Please bring with you any discharge paperwork and medication list that was provided.

## Late-Show

If you are running late, there is a 10-minute grace period, but your appointment may be abbreviated so the next patient is seen on time. Anyone arriving more than 10 minutes after their scheduled appointment time will have to be seen later that day (if possible) or seen by a different provider (if available), or we will reschedule upon patient request.



## MAINSIDE MEDICAL CLINIC HOURS

Monday - Friday: 7:30 AM - 4:00 PM

*\*Closed on Weekends and Federal Holidays\**

## Lab Results

Obtain your lab results by contacting (910)450-2264, your PCM or nurse will return your call within 72 business hours. You may also use the “Health Record” section in your MHS GENESIS Patient Portal. Allow for one week for labs to be processed before seeking results.

## Nurse Advice Line

Health care questions may not always require an appointment. Call and ask the team nurse to discuss concerns. Your call will be returned within a maximum of 72 business hours. Nurse Advice Line: 1-800-TRICARE (Option 1).

## Medical Records

Request a copy of your outpatient medical records by calling (910) 450-2262 or through MHS GENESIS Patient Portal. Active Duty separating or retiring should allow 30-45 days for processing.

## Medication Refills

Call in your refills to the Pharmacy at (910) 450-4183. Allow 72 hours for pickup. You may also use the MHS GENESIS Patient Portal “RX Refill” section to refill your medications. Any questions about civilian provider prescriptions can be answered by one of your pharmacists.