

MHS Genesis Patient Portal

MHS Genesis Patient Portal offers a variety of services: book your next appointment with your PCMH Team, medication refills, lab results, confer with Registered Nurse. Take advantage of services provided by logging into myaccess.dmdc.osd.mil or scanning the QR code below.

MILITARY HEALTH SYSTEM MHS GENESIS

The Military Health System's new Electronic Health Record



Important Points to Remember

The NMCCL Family Medicine Clinic is excited to work with you! Please review this information and let us know if you have any questions or would like clarification.

- Please remember to bring your medication list and/or pill bottles with you to every appointment.
- If you have diabetes, bring your glucose monitor and glucose diary or logbook.
- If you receive medical care from an Emergency Room, or if you are admitted to a civilian hospital – contact the Family Medicine Clinic at (910) 450-HELP within 24 hours (or the next working day) after discharge and make a follow up appoint with your PCM. Please bring with you any discharge paperwork and medication lists the civilian hospital provides you.
- 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 if so desired. Please communicate your request to your PCM team.

Beneficiaries with questions regarding TRICARE enrollment , changing your PCM, consultations/referrals, or claims should call (800) 444-5455 and www.tricare.mil.
www.humanamilitary.com.

POINTS OF CONTACT:

Appointments	(910) 450-HELP
Patient Relations	(910) 450-4154
Dental	(910) 450-4740
Family Medicine Clinic	(910) 450-4698
Immunizations	(910) 450-4648
Internal Medicine Clinic	(910) 450-4209
Medical Records	(910) 450-4162
Mental Health Clinic	(910) 450-4700
OB Clinic	(910) 450-4561
Pediatrics	(910) 450-4500
Pharmacy	(910) 450-4171
Pharmacy Refills	(877) 363-1303

Welcome To Our Family



The Family Medicine Clinic Patient Centered Medical Home



Your Patient Centered Medical Home Team

- Primary Care Manager (PCM)
- Registered Nurse (RN) and/or a Licensed Practical Nurse (LPN)
- Hospital Corpsman and/or medical assistant

Our goal is to ensure that primary care is delivered in your PCMH, alleviating long waits in the Emergency Room for routine care and ensuring that your team stays active in addressing your health care needs. PCMH Teams are automatically assigned through the NMCCL Family Medicine Clinic if you are enrolled in TRICARE Prime. TRICARE/HUMANA can provide information to you on PCM credentials (MD, PA, NP) or you can contact the NMCCL enrollment coordinator.

Our Responsibilities

- ◆ Listen to you.
- ◆ Explain illnesses, treatments, results, answer questions.
- ◆ Provide you with information about staying healthy.
- ◆ Be available and accessible for your health care needs.
- ◆ Remind you about important vaccines, tests, and other preventive health measures.
- ◆ Keep your medical information private.

Your Responsibilities

- ◆ Book appointments with your Medical Home Port Team at (910) 450 - 4357 (HELP) or through the MHS Genesis Patient Portal.
- ◆ Verify we have the most up-to-date contact information for you and your family including physical address, phone numbers, and email address.
- ◆ Book a same-day appointment for non-emergent illnesses or injuries rather than going to the emergency room.
- ◆ Keep your appointments, arrive on time, and if you can't make it, let us know in advance.
- Stay involved by scheduling your preventative screenings: colonoscopy, cervical cancer, breast cancer, well child exams, and immunizations.
- Provide feedback so we can continue improving!

Thank you, and welcome to the team!

PCMH Team Policies & Procedures

The NMCCL Family Medicine Clinic is excited to work with you! Please review this information and let us know if you have any questions or would like clarification.

Appointments

Same-Day Appointment: 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-HELP after discharge and make a follow up appoint with your PCM. Please bring with you any discharge paperwork and medication lists the civilian hospital provides you.

Children

Evaluations may be compromised if small children are present, such as PAPs or Well Woman examinations. Please make other arrangements for your children if you are coming into the clinic for this type of appointment. If you have questions regarding bringing children to medical appointments, please call the Family Medicine Clinic at (910) 450-4698.

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 either seen later in the day (if possible) or seen by a different provider (if available), or will be rescheduled upon patient request.

FAMILY MEDICINE CLINIC HOURS

Monday - Friday: 8:00 AM - 4:00 PM

Closed on Weekends and Federal Holidays

Other Available Services

Lab Results

Obtain your lab results by calling (910) 450-HELP. 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 one week for labs to be processed before seeking results.

Nursing Advice Line

Health questions may not always require an appointment. Call and ask to discuss these with the team nurse or medical assistant. They will consult with your provider as necessary. 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 Medical Records (910) 450-4162 or through MHS Genesis Patient Portal. Active Duty separating or retiring should allow 30-45 business days for processing.

Medication Refills

Call in your refills to the Pharmacy at (910) 450-4183. Allow 72 business 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 our pharmacists.

