



MILITARY HEALTH SYSTEM MHS GENESIS

Beginning 22 January 2022, the 59th MDW and BAMC will transition to our new electronic health record, MHS GENESIS. Patients can expect to see an increase in wait times and a reduction in available appointments. Patients can take steps to prepare for the MHS GENESIS implementation, to include:

CALL THE NAL!

The Nurse Advice Line can triage and assist with obtaining appropriate care.
Call the NAL: (800) 874-2273, Option 1.

SAME-DAY CARE

Patients are encouraged to call the appointment line first, (210) 916-9900, to check for open appointments. If there is no availability, you can visit a TRICARE-authorized urgent care center for same-day acute needs. AD members MUST have a referral, which can be obtained from the NAL. Non-Active Duty beneficiaries, DO NOT need a referral to receive care at a TRICARE-authorized urgent care center and may create an account and receive acute tele-health services from "Doctor on Demand" at <https://doctorondemand.com/microsite/humanamilitary>.

PHARMACY

Beneficiaries should be sure to have prescription refills on hand or look into using a TRICARE network retail pharmacy or the mail-order service. To avoid long lines on base, consider transferring your Rx to a civilian pharmacy or mail order at <https://www.tricare.mil/homedelivery> (copays may be required). Alternatively, patients can use one of JBSA ScriptCenter kiosks.

- Brooke Army Medical Center Medical Mall
- JBSA- Ft Sam Houston Exchange
- WHASC (First Floor, B Wing)

SPECIALTY CARE

The MTF may need to temporarily defer your specialty care to the network. For questions regarding a network referral, patients should contact their clinic or PCM team. Please ensure the clinic has a correct contact number on hand for referral purposes and that your phone accepts unknown calls.

IMMUNIZATIONS

By appointment only. Patients can schedule their appointment by calling CAMO (210) 916-9900.

MHS GENESIS PATIENT PORTAL

Beneficiaries are encouraged to register for access to the new patient portal at <https://myaccess.dmdc.osd.mil/> or follow the QR Code. TRICARE Online Secure Messaging will no longer work after 22 January.

