

# BAMC Pediatrics Clinic/PCMH

## MHS Genesis Patient Portal

### Online Appointment Booking Startup Guide

#### With the Patient Portal, you can:

*Request, Reschedule, or Cancel Appointments*

*Securely Send Messages & Documents To Your Doctor*

*See Lab & Radiology Results*

*Renew Prescriptions*

*Review Your Child's Health Record\**

*Access Educational Content*

All from your computer, phone, or other mobile device

\*Please note, some options for booking and health record viewing may not be available to parents online if the patient has reached the age of legal emancipation. This may vary from state-to-state. Individual clinics have no control over this policy. Tricare/Humana may assist if you have any questions or concerns regarding this policy.

**Start:** Create account with the MHS Genesis Patient Portal



<https://myaccess.dmdc.osd.mil/identitymanagement/app/login>

Your DS Logon or a CAC is required for access to the MHS Genesis Patient Portal.

**Central Appointments (CAMO) 210-916-9900 is an additional resource for all appointment booking**



DS Logon CAC

---

Username

Password

Login

[Forgot Username?](#) [Forgot Password?](#)

You can also:

[Create Account](#) [Activate Account](#) [Manage Account](#) [Download FAQs](#)

**Alert**

We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.

*Create an account or Log in*



DS Logon CAC

---

Use your Common Access Card to login.

Login

**Alert**

We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.

When logging in, choose common access card (CAC) or DS Login

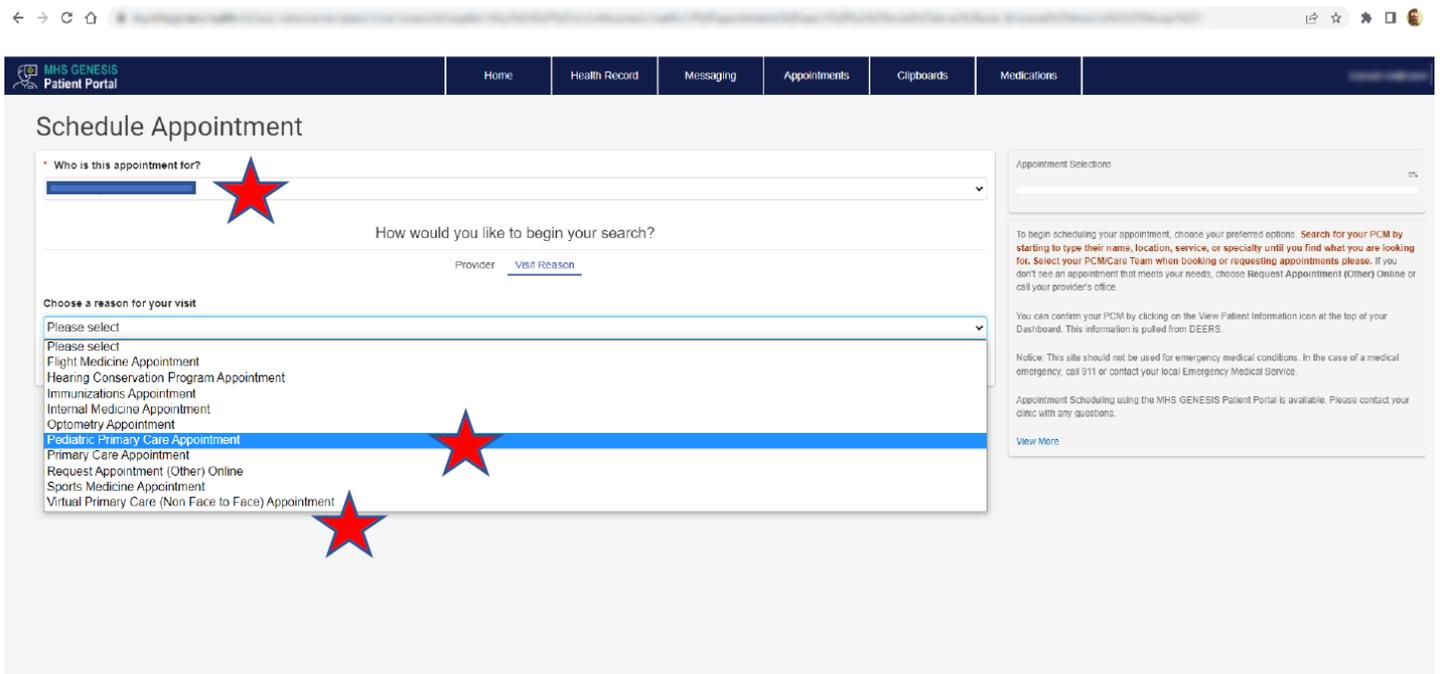
## Account home page

From the Home page, select *“Schedule a New Appointment”*



## Scheduling an Appointment

*You may choose to search for an appointment by provider or search by visit reason. Although we would like you to see your PCM as much as possible and within a timely manner, your PCM may not have any available appointments within the timeframe you wish. Demand may be high during cough and cold season or during school physical season. However, there may be several other openings with different providers on your medical home team. We also have many qualified residents and visiting staff providers who may be visible to on-line booking. Try searching by visit reason and location as your primary search options rather than searching by your PCM.*



Choose which child needs to be seen under *“Who is this appointment for?”* 

Choose *“Pediatric Primary Care”* for in-clinic face-to-face appointments if desired 

Choose *“Virtual Primary Care (Non Face-to-Face) Appointment”* for those visits that may not require an examination.

*These will be by phone call visit until cameras, mic, etc. become available and installed into all rooms in clinic*

*Note that after speaking with your provider, they may ask that you walk in to be seen or make a follow up in-person appointment if deemed clinically necessary*

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards Medications

## Schedule Appointment

Choose a location

Please select

- Air Force Medicine Vance Pediatric Clinic
- Air Force Medicine Vandenberg Pediatric Clinic
- Air Force Medicine Whiteman Pediatric Clinic
- Air Force Medicine Willford Hall Pediatric Clinic Team A
- Air Force Medicine Willford Hall Pediatric Clinic Team G
- Air Force Medicine Willford Hall Pediatric Clinic Team H
- Airforce Medicine Moody Pediatrics
- Airforce Medicine Sabal Park Pediatrics
- Army Medicine Bassett Pediatrics
- Army Medicine Brooke Army Medical Fozzie Pediatric Clinic
- Army Medicine Brooke Army Medical Kermit Pediatric Clinic**
- Army Medicine Eisenhower Army Medical Clinic Family Medicine Team Alpha
- Army Medicine Eisenhower Army Medical Clinic Family Medicine Team Bravo
- Army Medicine Eisenhower Army Medical Clinic Family Medicine Team Charlie
- Army Medicine Eisenhower Army Medical Clinic Family Medicine Team Echo
- Army Medicine Ft. Hood Pediatric Team Elephant
- Army Medicine Ft. Hood Pediatric Team Giraffe
- Army Medicine Ft. Hood Pediatric Team Tiger
- Army Medicine Ft. Leavenworth Pediatric Medicine Split
- Army Medicine Ft. Polk Family Medicine Team Blue

Appointment Selections 25%

For: [Redacted]  
Reason: Pediatric Primary Care Appointment  
Edit

To begin scheduling your appointment, choose your preferred options. Search for your PCM by starting to type their name, location, service, or specialty until you find what you are looking for. Select your PCMCare Team when booking or requesting appointments please. If you don't see an appointment that meets your needs, choose Request Appointment (Other) Online or call your provider's office.

You can confirm your PCM by clicking on the View Patient Information icon at the top of your Dashboard. This information is pulled from DEERS.

Notice: This site should not be used for emergency medical conditions. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.

Appointment Scheduling using the MHS GENESIS Patient Portal is available. Please contact your clinic with any questions.

[View More](#)

BAMC Pediatrics consists of two teams, **Kermit** and **Fozzie**. Scroll down to and choose **“Army Medicine Brooke Army Medical Kermit Pediatric Clinic”** or **“Army Medicine Brooke Army Medical Fozzie Pediatric Clinic”** 

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards Medications

## Select a Time

Start Date: 12/26/2022  
Enter date in MM/DD/YYYY format.

Need a specific provider?  Please select 

Advanced filters

Tuesday, Dec 27, 2022

- 08:20 a.m. CST
- 08:40 a.m. CST
- 08:40 a.m. CST
- 09:00 a.m. CST  
- 09:20 a.m. CST
- 09:40 a.m. CST

Appointment Selections 50%

For: [Redacted]  
Reason: Pediatric Primary Care Appointment  
Location: Army Medicine Brooke Army Medical Kermit Pediatric Clinic  
Preferred Days: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday  
Edit

If you don't see an appointment that meets your needs, choose Request Appointment (Other) Online or call our scheduling office.

Select your Primary Care Physician/Care Team when booking or requesting appointments please. You can confirm your Primary Care Physician/PCM by clicking on the View Patient Information icon at the top of your Dashboard.

Notice: This site should not be used for emergency medical conditions. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.

Appointment Scheduling using the MHS GENESIS Patient Portal is available. Please contact your clinic with any questions.

**Select date and/or preferred provider**, blank to see other available provider appointments that day.

**Select time slot desired**

← Review and Schedule Appointment

\* indicates a required field

Describe any specific requests or special needs you want us to consider in preparation for your visit.

6 Month Well Visit

\* If follow-up is needed regarding this appointment, how should we contact you?

By secure MHS GENESIS Patient Portal message

By phone (please provide number)

Example: (555) 555-5555

**Schedule Appointment**

Appointment Selections

Pediatric Primary Care Appointment

Tuesday, Dec 27, 2022  
01:00 p.m. CST

For: [Redacted]  
With: [Redacted]

Army Medicine Brooke Army Medical Kermit Pediatric Clinic

Edit

Enter brief reason for visit and follow up contact preference (This will help us better prepare for your visit and call prior if needed). Choose *"Schedule Appointment"*

*\*Please make note of your appointment date and time and arrive 15 minutes early for your appointment to allow time for check-in, any screening questionnaires, and vital signs*

← Pediatric Primary Care Appointment

✔ Your appointment has been scheduled!

Tuesday, Dec 27, 2022  
01:00 p.m. CST

For: [Redacted]  
With: [Redacted]

Army Medicine Brooke Army Medical Kermit Pediatric Clinic

Other options:  
Add to calendar  
Print details  
Reschedule appointment  
Cancel appointment

For more information for accessing care across the San Antonio Military Health System, see the Access to Care Guide: <https://bamc.tricare.mil/Getting-Care/Access-To-Care>

