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 may assist if you have any questions or concerns regarding this policy.

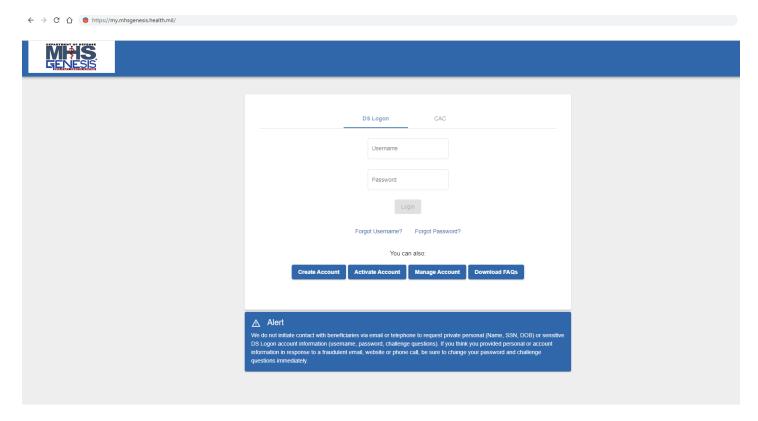
Start: Create account with the MHS Genesis Patient Portal



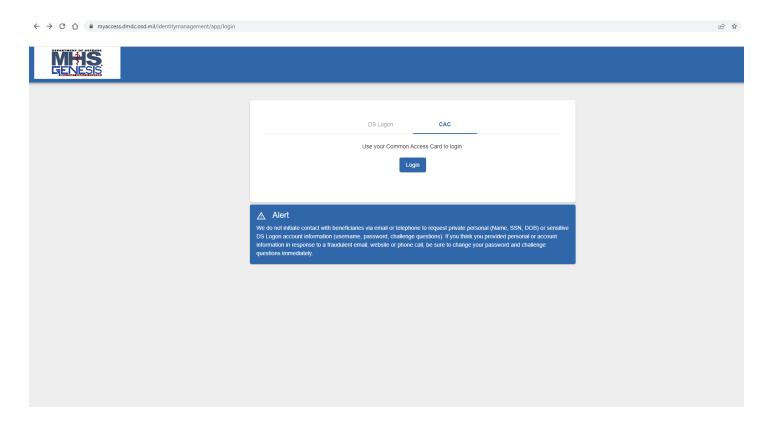
https://myaccess.dmdc.osd.mil/identitymanagement/app/login

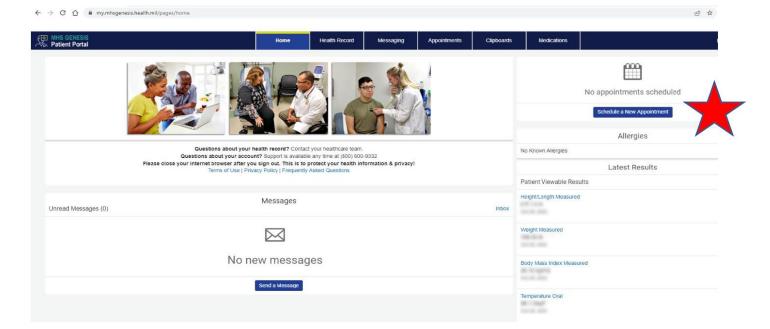
Your DS Logon or a CAC is required for access to the MHS Genesis Patient Portal.

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



Create an account or Log in





Account home page

From the Home page, select "Schedule a New Appointment"

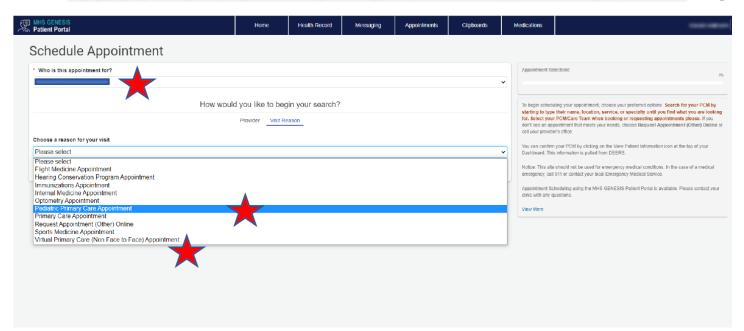


Scheduling an Appointment

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?"



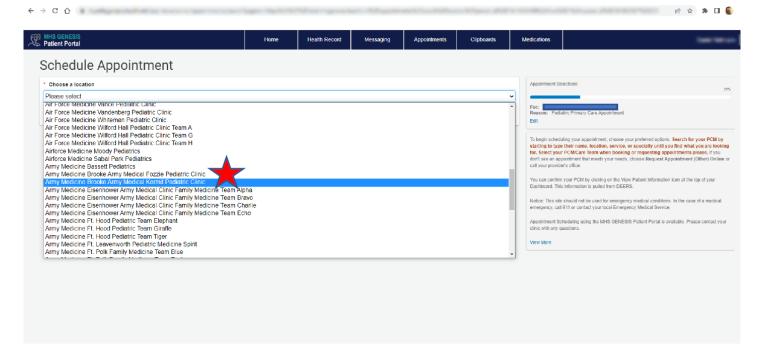
Choose "Pediatric Primary Care" for in-clinic face-to-face appointments if desired



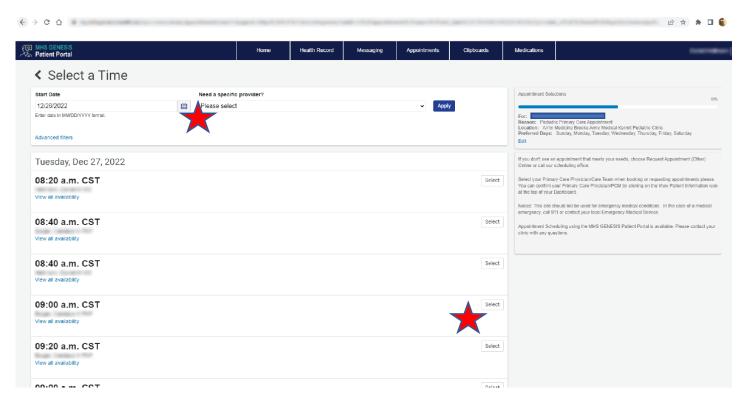
Choose "Virtual Primary Care (Non Face-to-Face) Appointment" for those visits that may not require an examination.

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 inperson appointment if deemed clinically necessary

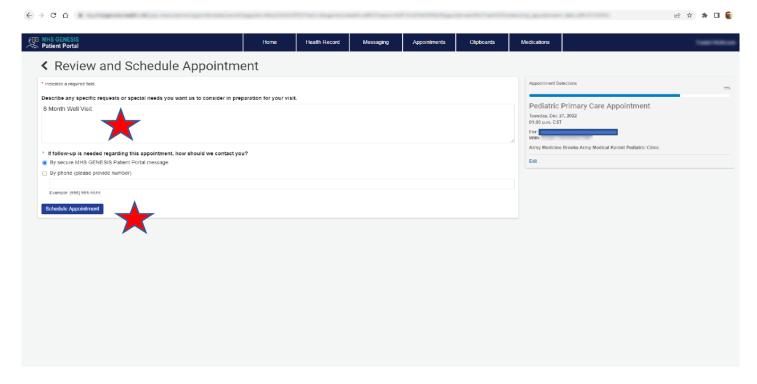


BAMC Pediatrics consists of two teams, **Kermit** and **Fozzie**. Scroll down to and choose "Army Medicine Brooke Army Medical Kermit Pediatric Clinic" or "Army Medicine Brooke Army Medical Fozzie Pediatric Clinic"



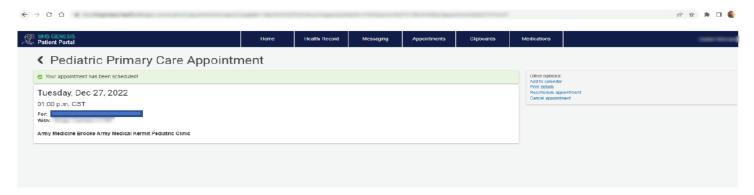
Select date and/or preferred provider, blank to see other available provider appointments that day.

Select time slot desired



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



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

