



UNCLASSIFIED

62d Medical Squadron



Patient centered health services and mission readiness within a professional culture of respect.

How to Reach Your PCM



U.S. AIR FORCE



UNCLASSIFIED



Introduction



-
- **62 MDS no longer uses TRICARE online, and has transitioned to the MHS Genesis Patient Portal for all healthcare needs.**
 - **Please use the following guide to ID your PCM, message your PCM, and schedule an appointment by following the red circles with your Patient Portal account.**



Log onto: patientportal.mhsgenesis.health.mil/



The screenshot shows a web browser window with the URL <https://patientportal.mhsgenesis.health.mil/person>. The page header includes "Partnership for Defense Health" on the left and "Dashboard" and "Sign Out" on the right. The main navigation area contains icons for Health Record, Messaging, Appointments, View Patient Information, and FAQs. Below this are four buttons: Pre-Visit Questionnaire, View My Immunizations, Complete e-Visit Questionnaire, and My Health Knowledge Search. On the left side, there is a user profile section with a name field, an "Allergies" button showing "No Known Allergies", and a "Latest Results" button. The bottom right features a photograph of two military personnel in uniform looking at a laptop screen.

Patient centered health services and mission readiness within a professional culture of respect.



Who is your PCM?



A screenshot of the MHS GENESIS Patient Portal. The browser address bar shows the URL "https://patientportal.mhsgenesis.health.mil/person" followed by a redacted name. The page header includes "Partnership for Defense Health" on the left and "Dashboard" and "Sign Out" on the right. A navigation bar contains icons for "Health Record", "Messaging", "Appointments", "View Patient Information" (circled in red with a red arrow pointing to it), and "FAQs". Below this are four buttons: "Pre-Visit Questionnaire", "View My Immunizations", "Complete e-Visit Questionnaire", and "My Health Knowledge Search". On the left side, there is a user profile section with a redacted name, an "Allergies" button showing "No Known Allergies", and a "Latest Results" button. At the bottom right, there is a photograph of two military personnel in camouflage uniforms looking at a laptop screen together.

Patient centered health services and mission readiness within a professional culture of respect.



Who is your PCM?



Scroll to bottom of page

Medical Contacts

Primary Care Physician

HERNESS, JOEL

Business phone

2539825688

health record?

hcare team.

Questions about DS Logon Access

Questions about using DS Logon to access your health record or viewing dependent health records:

<https://myaccess.dmdc.osd.mil/identitymanagement/help.do>

Help

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32ab7f739fc14bf68777c1dc7b4f03ad



Message your PCM



Partnership for Defense Health

Dashboard



Health Record



Messaging



Appointments



View Patient
Information



FAQs



Patient Information

The information shown below is in the electronic medical record. If anything is incorrect, please contact your provider or contact support in DEERS, if appropriate. Incorrect information will continue to display until corrections are entered.






Updating Your Contact Information

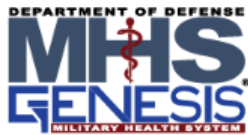
Contact information includes your address, email addresses or phone number(s). Family members can update their contact information after they're registered in DEERS. <http://www.tricare.mil/DEERS>



Message your PCM




-  Health Record
-  Messaging
-  Appointments
-  View Patient Information
-  FAQs




Inbox

The inbox contains updates or responses received from your care providers. Select Send a Message to create a message to your Primary Care Provider/PCM. Search for your primary care provider by name, location and/or specialty by typing in the search box.

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.

 Inbox

 Sent

 Send a message

 No messages received



Message your PCM



- Health Record
- Messaging
- Appointments
- View Patient Information
- FAQs



Inbox

Sent

New Message

[Back to Inbox](#)

To send a message to your PCM/Provider, start typing their name in the search box. You can also search by typing in location or specialty. You will see results that most closely match your search to select from. You may verify your PCM by clicking on the "View My Information" icon.

Messages are saved to your chart and viewable by your care team and PCM. Normal turn-around time is one business day.

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.

*Indicates a required field.

To *

Select a recipient

JBLM McChord Airmen Clinic AeroSpaceMed_Ayers, Sarah, MD
JBLM McChord Airmen Clinic AeroSpaceMed_Papp, Alexandra, MD
JBLM McChord Airmen Clinic AeroSpaceMed_Tontz, Russell, MD
JBLM McChord Airmen Clinic AIRMEN 1_Buckingham, Jennifer, PA
JBLM McChord Airmen Clinic AIRMEN 1_Gervais, Matthew, MD

[Add another attachment](#)

* Message



Request an Appointment



Partnership for Defense Health

Dashboard



Health Record



Messaging



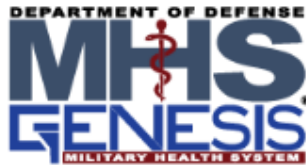
Appointments



View Patient
Information



FAQs



Inbox

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Inbox



Sent



Send a message



No messages received



Request an Appointment



[Partnership for Defense Health](#)

[Dashboard](#)



Health Record



Messaging



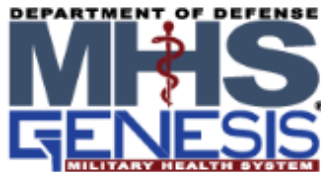
Appointments



View Patient
Information



FAQs



Appointments

Below is a list of currently scheduled medical and dental appointments for you or those you are options to Reschedule or Cancel your appointment under the Options button. If option are not a Reschedule or Cancel, please call your healthcare provider.

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

[View Upcoming Appointments](#)

[Schedule a New Appointment](#)

[View Available e-Visits](#)

 No Appointments Scheduled



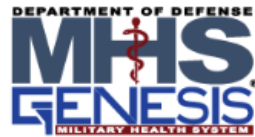
Request an Appointment



Partnership for Defense Health

Dashboard

- Health Record
- Messaging
- Appointments**
- View Patient Information
- FAQs



Request an Appointment

Complete the information below to request an appointment. We'll re...

Notice: This site should not be used for emergency medical conditio...

View Upcoming Appointments

Schedule a New Appointment

View Available e-Visits

* Indicates a required field.

Type of appointment

Request Appointment (Other) Online

* Send request to:

Select a recipient

airmen|

- JBLM McChord Airmen Clinic AeroSpaceMed_Ayers, Sarah, MD
- JBLM McChord Airmen Clinic AeroSpaceMed_Papp, Alexandra, MD
- JBLM McChord Airmen Clinic AeroSpaceMed_Tontz, Russell, MD
- JBLM McChord Airmen Clinic AIRMEN 1_Buckingham, Jennifer, PA
- JBLM McChord Airmen Clinic AIRMEN 1_Gervais, Matthew, MD
- JBLM McChord Airmen Clinic AIRMEN 2_Millard-Hasting, Brittany, MD

To schedule an appointment use, Request Appointment option. If other option used, will resort to Fairchild.

Which day do you prefer?

...when you need services and help. ...business with a professional attitude of respect.



FAQs



-
- **Q: What if I cannot find my PCM or PCM is not listed?**
 - **A: If your PCM listed is not one of the following, please contact Health Net Federal Services (1-844-866-WEST (9378)) to update your PCM:**
 - **Dr. Gravett**
 - **Dr. Herness (currently deployed, message Dr. Millard-Hasting for questions/appointment requests)**
 - **Dr. Ayers**
 - **Dr. Papp**
 - **Dr. Jobrack**



FAQs



-
- **Q: What can I walk into the clinic to be seen for? Can I come in whenever?**
 - **A: Patients are able to walk-in for the following conditions M, Tu, W, F 1300-1500 or Th 0800-1100:**
 - **UTI (Female)**
 - **Depo Shot**
 - **Sore Throat (1st Visit)**
 - **Wart Removal**
 - **Suture Removal**
 - **Pregnancy Test**



FAQs



- **Q: My supervisor said I cannot go home unless I get seen today, when can I be seen?**
- **A: Commander or Supervisor – may allow AD members to stay home 24 hours (formal quarters not necessary).**
 - **Per AFI 41-210, *TRICARE Operations and Patient Administration Functions*, 4.14. Quarters Status**
- **Q: Can you renew my profile today for PT test tomorrow? I have 1 dose of my prescription left, I need it refilled today.**
- **A: We have 3 business days to refill medications and manage profiles. We always try to care for patients as quickly as possible, and these will be completed within 3 business days.**



Conclusion



The 62d MDS is encouraging all patients to communicate through the MHS Genesis Patient Portal for medical needs. Patients will be responded to within 1-3 business days by a member of their PCM team.

**Please contact 2d Lt Allison Gahafer,
allison.m.gahafer.mil@mail.mil for additional non-medical questions.**

Thank you for your patience through this transition!