



MILITARY HEALTH SYSTEM
MHS GENESIS

*Alternatives to
Address Medical Needs*



COMING TO KIMBROUGH MARCH 25

Patients can expect to see a **temporary increase in wait times and reduction in available appointments.**
To minimize wait times, other options to address your medical needs include:

For emergency services

Please go to the nearest hospital emergency room or dial 911. For a list of the nearest military and civilian ERs to Fort Meade visit:
<https://kimbrough.tricare.mil/EmergencyMedicine>

Call the Nurse Advice Line: 800-874-2273, Option 1

The Nurse Advice Line can triage and assist with getting appropriate care.

Visit a TRICARE network urgent care center

TRICARE-eligible dependents can use a network urgent care center. Please note that active duty service members will require a referral for both virtual and network urgent care and mental health visits. To locate an urgent care center near you visit
www.goperspecta.com/VPD/HumanaMilitary/public/ProviderSearch/Main.

Access virtual urgent care with Doctor on Demand or Telemetry

TRICARE beneficiaries can use Doctor on Demand or Telemetry. Doctor on Demand is a 24-hour virtual urgent care with access to doctors and mental health specialists. Download the app or go to doctorondemand.com. Telemetry provides virtual mental health care, matching you with a therapist or prescriber covered by TRICARE at <https://www.telemetry.com>

Once MHS GENESIS Patient Portal is live

Send a secure message to your provider via the MHS GENESIS Patient Portal. You can access the Patient Portal via CAC or DS Logon at <https://my.mhsgenesis.health.mil>. Information you enter to register for a DS Logon account must match information in DEERS. Please note that you will be asked to verify your identity using Two-Factor Authentication. For help with DS Logon Patient Portal activation, please use the guide available at: <https://kimbrough.tricare.mil/MHSGENESIS-Resources> or scan the QR code.

*Access MHS GENESIS
brochures and other
helpful resources*



For more information, visit health.mil/MHSGENESIS