

Beginning March 19, 2022, Naval Medical Center Camp Lejeune 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. Go ahead and prepare for the transition now, by keeping the following points into consideration:

- **APPOINTMENTS:** Plan for routine appointments NOW by scheduling your appointments soon. The Appointment Line is (910) 450-4357.
- **CALL THE NURSE ADVICE LINE:** (800) 874-2273, OPTION 1
The Nurse Advice Line can triage and assist with obtaining appropriate care.
- **SAME DAY CARE:** Call the Appointment Line first to check for open appointments. If there is no availability, you can visit a TRICARE-authorized urgent care center for same-day acute needs. Active Duty members **MUST** have a referral, which can be obtained from the Nurse Advice Line. Non-Active Duty beneficiaries **DO NOT** need a referral to receive care at a TRICARE-authorized urgent care center. Create an account and receive acute telehealth services from “Doctor on Demand” at <https://doctorondemand.com/microsite/humanamilitary>.
- **PHARMACY:** To avoid long lines on base, consider using TRICARE Pharmacy Home Delivery <https://www.tricare.mil/homedelivery>. (copays may be required). Beneficiaries can also use one of the ScriptCenter Refill Kiosks located at both the Lejeune Main Exchange and New River Exchange.
- **SPECIALTY CARE:** In the event NMCCCL has to refer specialty care to the network, beneficiaries should ensure the clinic has a correct contact number on hand for referral purposes and that your phone accepts unknown calls.
- **LABORATORY:** Labs may see increased wait times during a few weeks after MHS GENESIS deployment. If you have a current lab order, visit the lab by early March if possible.
- **MHS GENESIS PATIENT PORTAL:** <https://patientportal.mhsgenesis.health.mil>
Beneficiaries should register NOW for access to the new patient portal at <https://myaccess.dmdc.osd.mil/>.
TRICARE Online Secure Messaging moves over the MHS GENESIS Patient Portal on March 19, 2022.

