

Informatics Division **MHS GENESIS**

Patient Portal Direct Appointment Scheduling Pediatrics

This guide explains how patients assigned to Madigan Army Medical Center (MAMC) can use the MHS GENESIS Patient Portal to schedule appointments directly with their Primary Care Manager (PCM) or other Providers within their assigned clinic. Direct Booking offers a convenient way to manage your healthcare appointments online, 24/7.

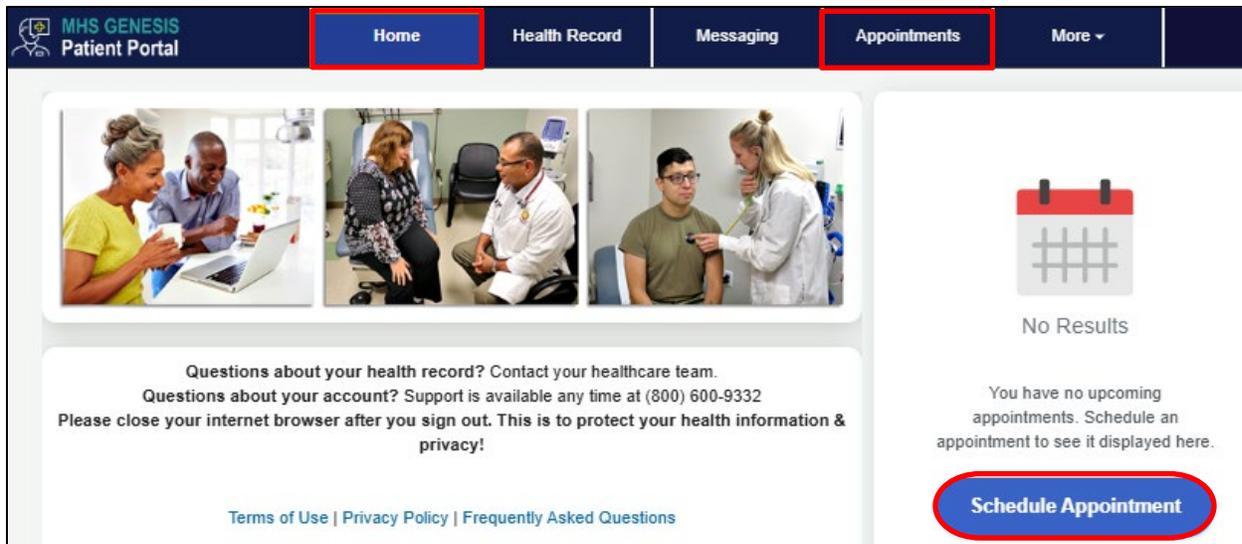
Patient Portal Direct Booking Appointment Scheduling

Note: Direct Booking will begin to be available in the Patient Portal for Madigan Pediatrics patients starting February 2, 2026.

1. Log into the MHS GENESIS Patient Portal. <https://my.mhsgenesis.health.mil>

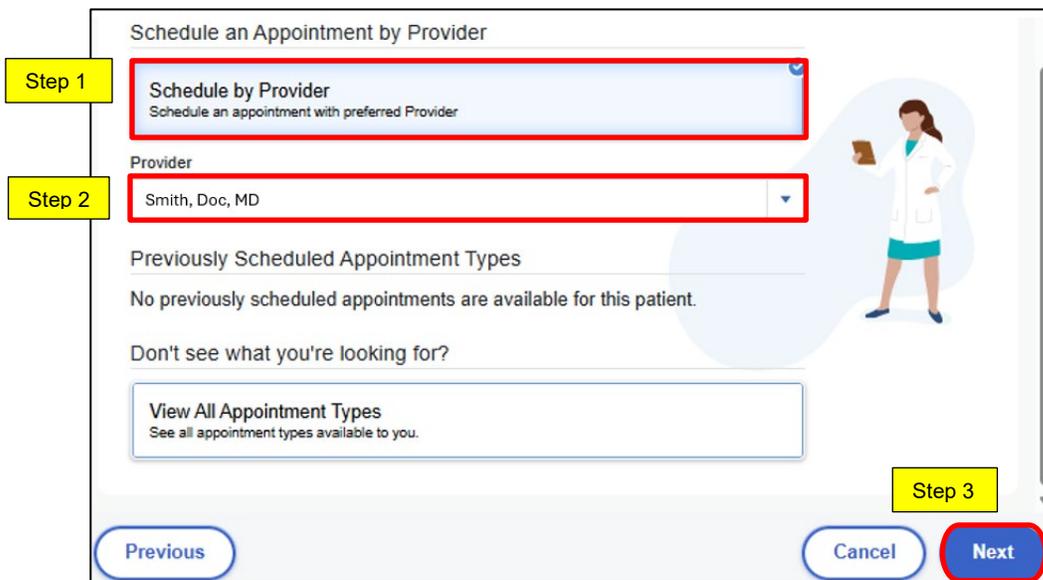
Ensure the patient has an active MHS GENESIS Patient Portal account. If the patient does not have an active account to access the MHS GENESIS Patient Portal, please Select **Create New DS Logon Account**. For assistance, please contact Defense Manpower Data Center: Support Center at +1 (800) 368-3665.

2. From the **Home** or **Appointments** tab Select **Schedule Appointment**.



3. Search for Appointment based on **(First Option)** Provider or by **(Second Option)** Appointment Type and Location.

First Option: Schedule an Appointment by Provider.



Step 1: Select **Schedule by Provider**

Step 2: Perform **Provider** search and Select Provider

Step 3: Select **Next**

Note: Attempt to schedule with your assigned PCM or another Provider in the clinic you are empaneled to.

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What appointment type do you need with Smith, Doc, MD

Select from the options below.

Previously Scheduled Appointment Types

No previously scheduled appointments are available for this patient.

Don't see what you're looking for?

Step 4 View All Appointment Types
See all appointment types available to you.

All appointment types for Smith, Doc, MD **Step 5**

Pediatric In Person Visit **Step 7**

Appointment Type

Step 6 All Appointment Types

Pediatric In Person Visit

Pediatric Telephone Visit

Cancel Next

Step 4: Select **View All Appointment Types**

Step 5: Perform the dropdown on **Appointment Types**

Step 6: Select desired **Appointment Type** from those listed for Provider

Step 7: Select **Next**

Second Option: Schedule by Appointment Types and Location.

Step 1: Select **View All Appointment Types**

Step 2: Perform the dropdown on **Appointment Types**

Step 3: Select desired **Appointment Type**

Step 4: Select **Next**

Previously Scheduled Appointment Types

No previously scheduled appointments are available for this patient.

Don't see what you're looking for? **Step 1**

Step 2 View All Appointment Types
See all appointment types available to you.

All Appointment Types

Appointment Type **Step 3**

Step 4 Pediatric In Person Visit

Pediatric Telephone Visit

Previous Cancel Next

Step 5: Perform a **Location** search

Step 6: Select **Apply**

Step 7: After finding appropriate clinic patient is empaneled to, choose the **Select** button for that facility

Step 8: Select **Next**

Search Location Name **Step 6**

Step 5 Army Medicine Madigan **Apply**

Army Medicine Madigan Pediatrics **Step 7** **Select**

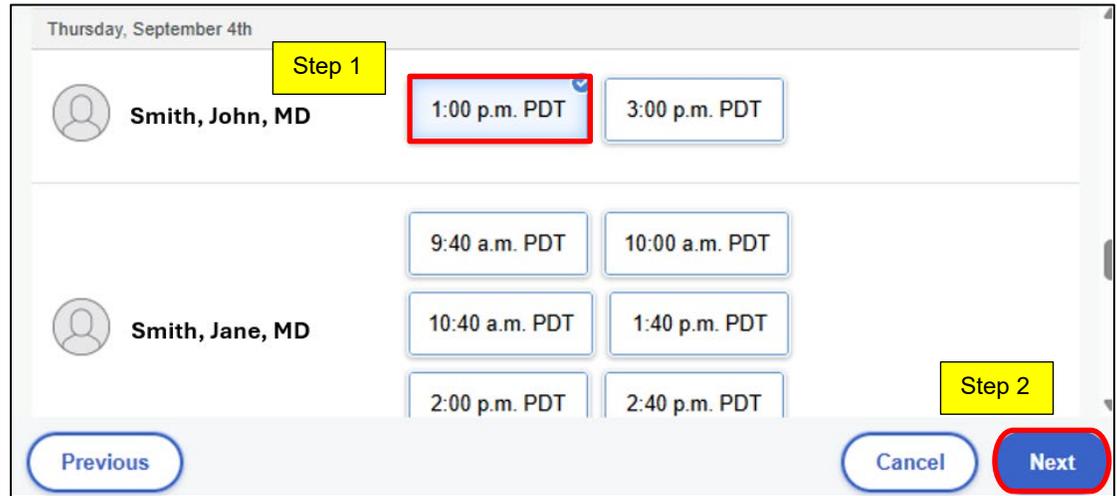
Previous Cancel Next **Step 8**

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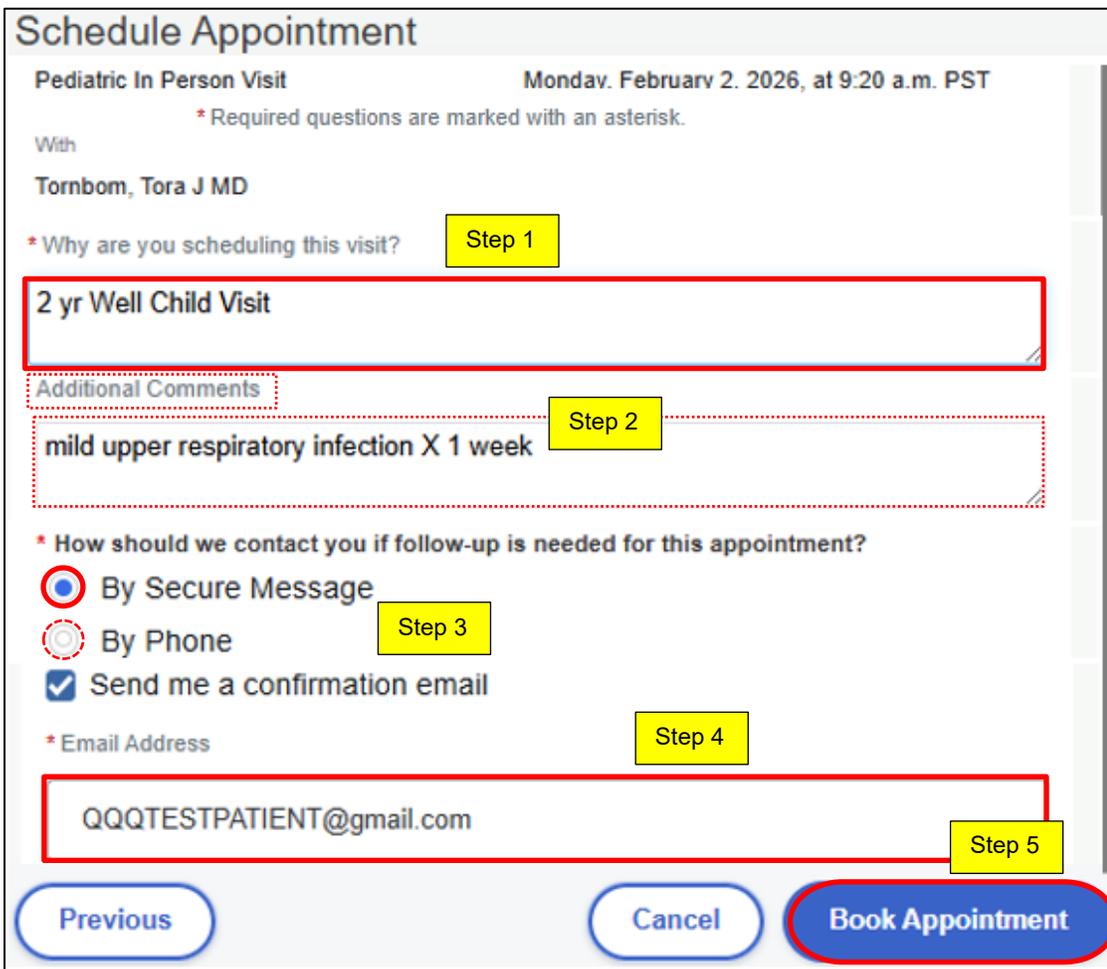
4. Whether selecting appointment by Provider or by Appointment Type and Location, Select desired Appointment Slot.

Step 1: Select desired Appointment Slot

Step 2: Select Next



5. Complete **Required questions** and **Additional Comments**.



Step 1: Complete "Why are you scheduling this visit?"

Step 2: List any Additional Comments if needed

Step 3: Designate How you should be contacted if follow-up is needed. List Phone # if By Phone is selected

Step 4: List email if "Send me a confirmation email" is selected

Step 5: Select Book Appointment if details are correct

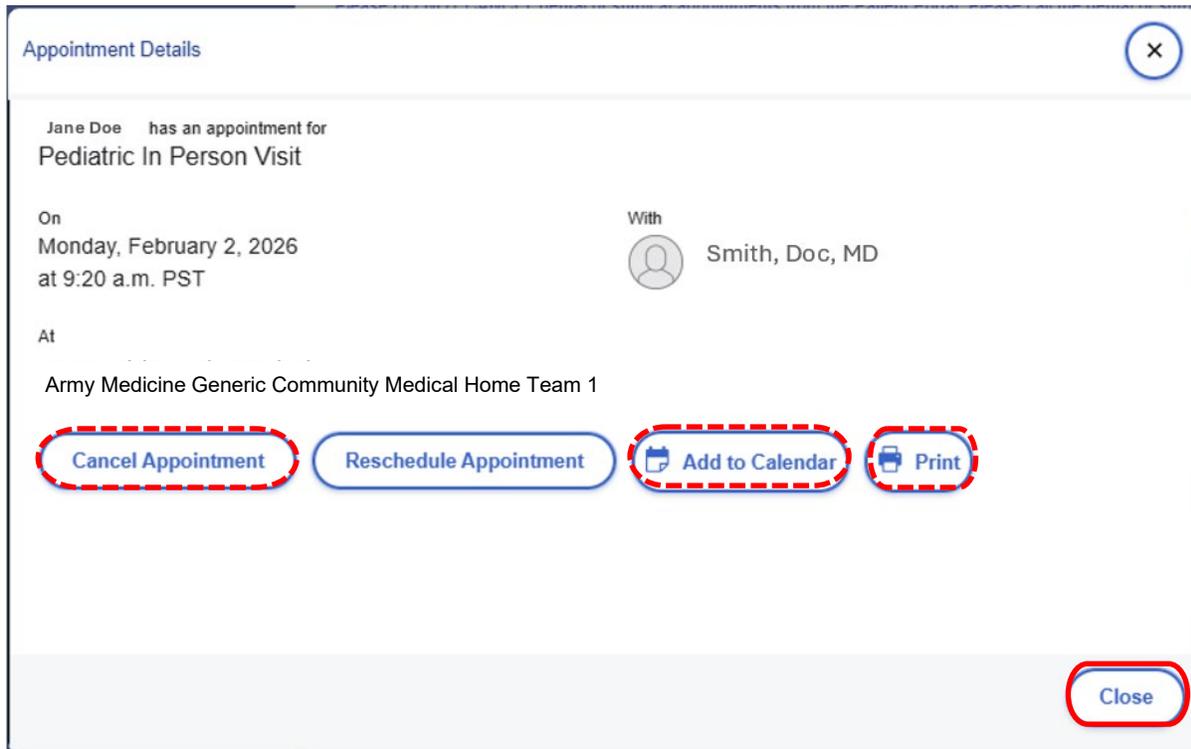
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6. **Appointment Details** will be displayed.

Please select **Cancel Appointment** if incorrectly booked appointment. Patient can then perform another search for an appropriate appointment.

Patient may also **Add to Calendar** or **Print** the Appointment Details.

Select **Close**.



7. Confirmation email will be sent to the listed email if this was selected.

Email received by patient for the appointment

