



OB/GYN Clinic

Welcome to our clinic

Welcome to prenatal care at the OB/GYN Clinic at Madigan Army Medical Center. We look forward to sharing this journey with you during your pregnancy, and want you to have the best care and experience possible! Please review the information below. It will guide you about how to best get in touch with your health care team so that you get the help and answers you need in a timely manner.

- ✓ The **MHS Genesis Patient Portal** is the fastest way to get answers from the clinic and to access your medical records. Send a message to JBLM MADIGAN_OB/GYN Messages and you will receive a response within one business day.
- ✓ The **Clinic Nurse Line** is available for non-emergent questions. Please leave a message with your name, DOD ID, call back number and concern. The nurse has 1-3 business days to respond to the call. Please speak slowly when giving your information.
- ✓ If you are **less than 20 weeks pregnant** and need medical assistance you can:
 - Send a message to the clinic using MHS Genesis or call the Clinic Nurse Line for telephone Triage
 - Go to the Emergency Room 24 hours a day
- ✓ If you are **greater than 20 weeks** pregnant and need medical assistance, please call Labor and Delivery. The nurse will direct you on where to go with your concern.
- ✓ Phone Numbers:
 - **Clinic Nurse Line:** 253-968-1406 Option #3
 - **Labor and Delivery:** 253-968-1540 or 253-968-1535
 - Please note, if you are less than 20 weeks pregnant, you should not call Labor and Delivery, *unless* it is after hours you are calling to ask if you should go to the Emergency Room.
 - **Appointment line:** 253-968-1406 Option #2
- ✓ If you are calling to make an appointment, please leave your name, DOD ID number and a callback number. If you do not get a response within 2 business days, please message us on the patient portal.

Thank you for choosing us here at the Madigan OB/GYN clinic to be a part of your pregnancy experience. Please let us know if there is anything we can help you with.

