

Informatics Division MHS GENESIS

Patient Portal Direct Booking Appointment Scheduling

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.

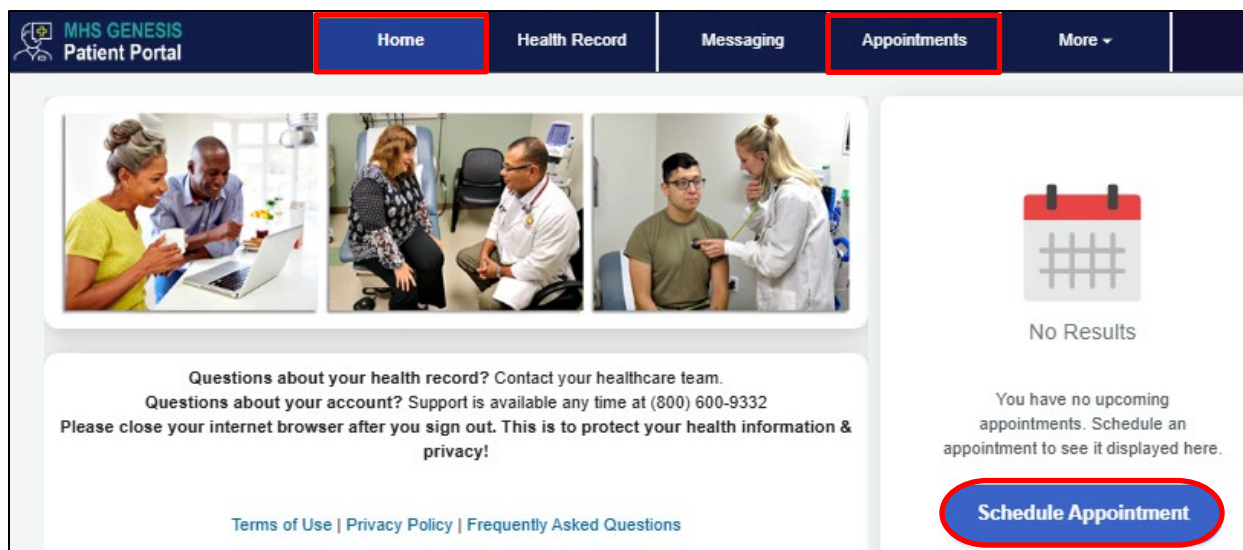
Patient Portal Direct Booking Appointment Scheduling

Note: Direct Booking will begin to be available, by clinic, in the Patient Portal for Madigan patients starting December 2025.

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 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

Schedule an Appointment by Provider

Schedule by Provider

Schedule an appointment with preferred Provider

Provider

Smith, Doc, MD

Previously Scheduled Appointment Types

No previously scheduled appointments are available for this patient.

Don't see what you're looking for?

View All Appointment Types

See all appointment types available to you.

Previous

Cancel

Next

Step 3

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.

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 Appointment Type

Appointment Type

Step 6 All Appointment Types

Step 7 Family Medicine In Person 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**

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

All Appointment Types

Step 2 Appointment Type

Step 3 Family Medicine In Person Visit

Family Medicine Telephone Visit

Step 4

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**

Step 5 Search Location Name

army medicine

Step 6 Apply

Army Medicine Generic
Community Medical Home Team 1

Step 7 Select

Step 8

Previous Cancel Next

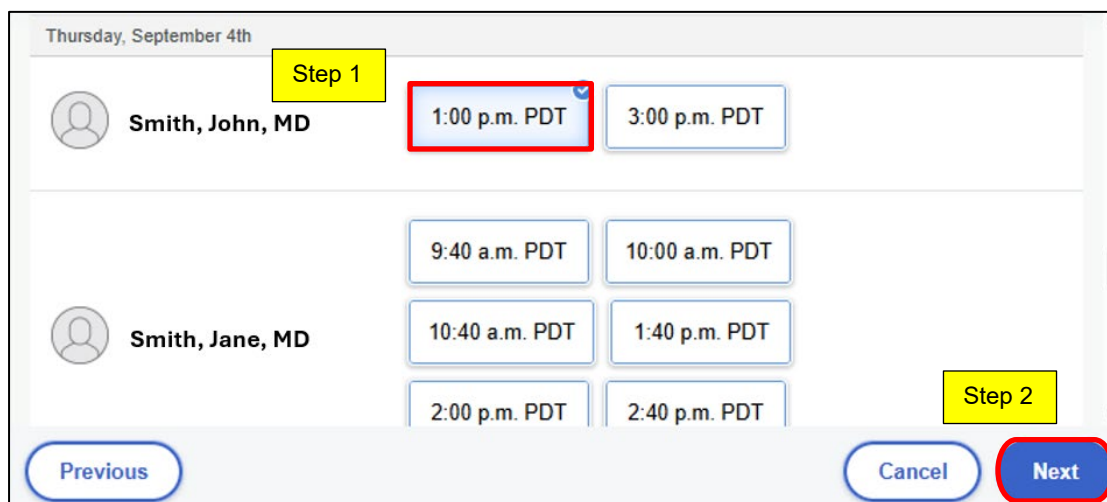
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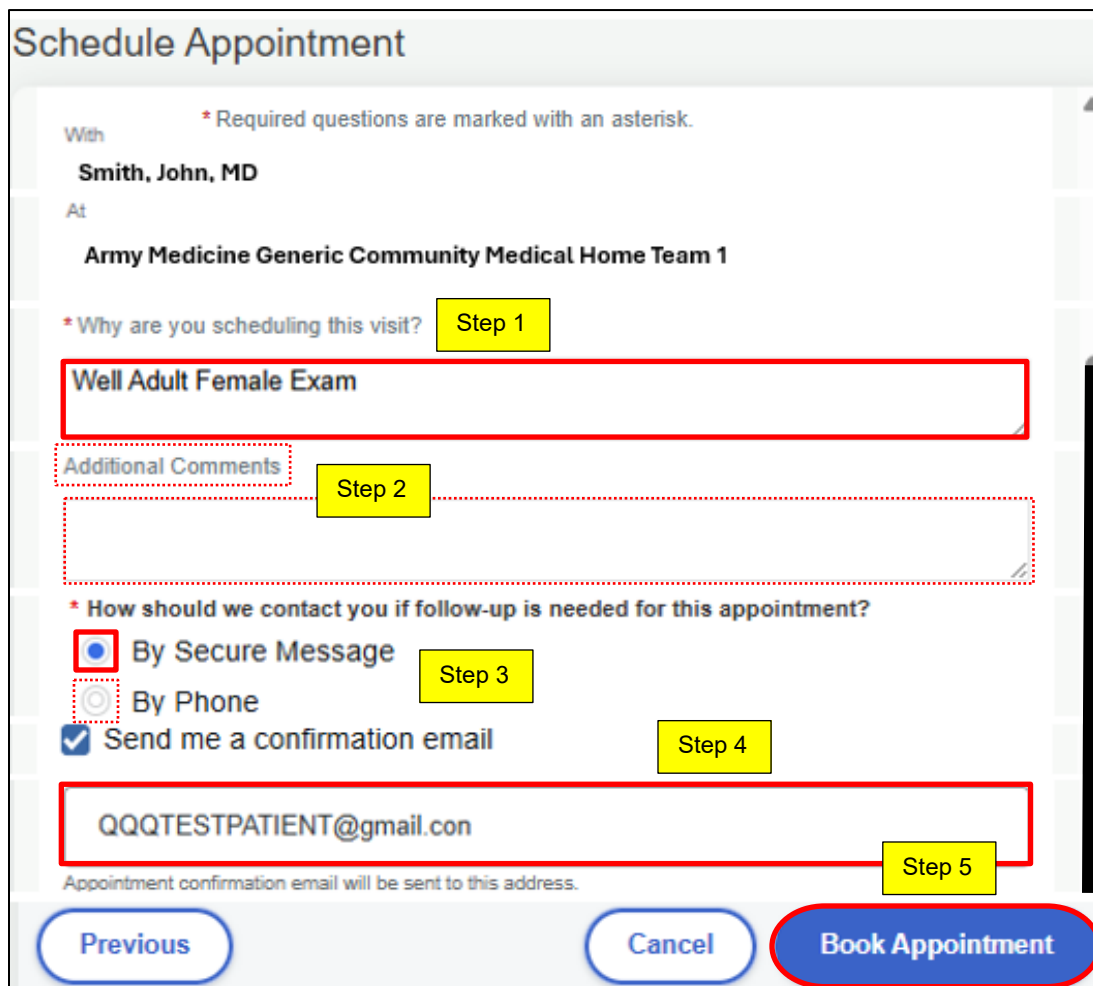
4. Whether selecting appointment by Provider or by Appointment Type and Location, Select desired Appointment Slot.

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** or **Reschedule Appointment** if incorrectly booked appointment.


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

Select **Close**.

Appointment Details
×

Jane Doe has an appointment for
Family Medicine In Person Visit


On
Thursday, September 4, 2025
at 1:00 p.m. PDT


With
 Smith, John, MD

At
Army Medicine Generic Community Medical Home Team 1

Cancel Appointment

Reschedule Appointment

 Add to Calendar

 Print

Close

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

Email received by patient for the appointment

Your Upcoming Appointment

 Federal EHR - No Reply <no-reply@ehr.gov>
To  QQQTESTPATIENT@GMAIL.COM

Family Medicine In Person Visit

Thursday, September 11, 2025, at 3:00 p.m. PDT

For: Patient QQQTEST
With: Smith, John, MD

Where: Army Medicine Generic Community Medical Home Team 1