



Desmond T. Doss
Health Clinic

Welcome to our Clinic

GETTING ENROLLED AT DDHC

Active Duty: Soldiers in-processing through 25 ID REPL will be assigned a Primary Care Manager within your unit designated clinic. All other Soldiers should call TRICARE West (844-866-9378) to request a local PCM.

Family Members: Call TRICARE West (844-866-9378) to request a local Primary Care Manager.

MHS GENESIS

On September 25, 2021 all Hawaii MTFs transitioned to the MHS Genesis electronic health record. MHS Genesis replaces TRICARE Online & RelayHealth, serving as a one-stop-shop for secure messaging with your provider, monitoring referrals, receiving test and imaging results, and renewing prescriptions.

MHS Genesis requires users have a CAC or DS Login to access the Patient Portal. If you do not have a CAC, you can register for a free DS Login by visiting dmdc.osd.mil/milconnect. Click "Upgrade to Premium Account" to view your medical records. For questions, contact the Global Service Center at 800-600-9332.

CONNECT WITH US



@desmond.t.doss.healthclinic



desmond-doss.tricare.mil



ACCESSING CARE

01

Book an appointment with your PCM

To schedule an appointment, you can call the Hawaii MTF Appointment Line (888-683-2778 Option 1, then 1 again) Mon-Fri 6:30 a.m. - 4 p.m. or send your provider a secure message through the MHS Genesis Patient Portal requesting an appointment. Type "SCHOFIELD" in the search bar to access DDHC providers. Patients are currently unable to book appointments directly through the MHS Genesis Patient Portal.

02

Virtual Care

DrOnDemand is an app that offers 24/7 virtual access to a licensed provider that can provide a diagnosis, order prescriptions & further testing, & submit referrals for specialty care. Simply download the app, enter the required information, and get started! DrOnDemand is TRICARE authorized for non-active duty. Active duty requires a referral. Visit drondemand.com/hnfs for more information!

Telemynd is a virtual behavioral health services that offers access to mental health providers through right in the comfort of your own home! Telemynd is TRICARE authorized for non-active duty. Active Duty requires a referral. Visit telemetrynd.com/healthnet for more information!

03

Urgent Care Center

DDHC Urgent Care Center
683 Waianae Ave, BLDG 684
Mon - Sun 7 a.m. - 6:30 p.m.

Closed New Years Day, Thanksgiving, & Christmas Day

*Service members should seek care at a MTF

*Family Members can visit in-network civilian Urgent Care Centers without a referral. Visit

tricare.mil/CoveredServices/IsItCovered/UrgentCare for more information.

04

Emergency Care

If you are experiencing a medical emergency, dial 9-1-1 or proceed immediately to the nearest Emergency Room if able.



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CHANGING YOUR PROVIDER

Soldiers: Must complete paperwork within your respective Soldier Center Medical Home. This paperwork will be reviewed & processed through your Brigade Surgeon.

Family Members: Contact TRICARE West at 844-866-9378 to request a new Primary Care Manager.

EFMP

The EFMP Office at Tripler Army Medical Center is available to assist you with EFMP-related questions! To contact them, please send an email to usarmy.tripler.medcom-tamc.list.pe-efmp@mail.mil. During peak PCS season, we appreciate your patience as we navigate an increased demands for assistance.

SCHOOL REGISTRATION

The State of Hawaii requires a current school physical and TB paperwork for registering K-12 students.

Physical Exam: If your child's physical is less than 9 months old, our providers will transcribe that physical onto the required paperwork. Simply send your provider a secure message through the MHS Genesis Patient Portal. If your child's physical is more than 9 months old, you will need to schedule a new physical with your PCM.

TB Testing: Most students do not require an actual TB test. You can walk in to our Family Immunizations Clinic (down the hall from our Main Pharmacy), Mon - Fri from 8 a.m. - 11 a.m. and 1 p.m. - 3 p.m. You don't even need to provide the form! If risk assessment indicates your child requires a TB test, we can conduct that testing same day.

APPT. INFO & CANCELLATIONS

Please arrive 10 minutes prior to your scheduled appointment time to ensure you have adequate time to complete required paperwork. Arriving more than 10 minutes late may require rescheduling your appointment.

To cancel an appointment, please call the Hawaii MTF Appointment Line at 888-683-2778 Mon - Fri from 6:30 a.m. - 4 p.m.

TEST RESULTS

The fastest way to access your test results, including COVID-19 testing, is through the MHS Genesis Patient Portal.

Please note, we CANNOT provide medical advice or test results through Facebook, Instagram, or Google Messages.

TRICARE INFORMATION

Contacting TRICARE: Call TRICARE West at 844-866-9378 or visit tricare-west.com for more information about TRICARE products & services.

Prime vs Select:

TRICARE Prime is a managed care option offering the most affordable & comprehensive coverage. Enrollment, referrals, & authorizations are required & monitored by a Primary Care Manger.

TRICARE Select is a preferred provider organization option giving beneficiaries greater freedom to manage their own healthcare. Deductibles, cost share, & copay apply.

Benefits Advisor: Have questions about your TRICARE benefits? Need assistance with claims? Contact the TRICARE Benefits Advisor, located at Tripler Army Medical Center, by calling 808-433-7074.