



Schedule your virtual video visit when and where it's convenient for you!



Benefits of Scheduled Virtual Visits:

- Reduces time away from work or other commitments
- Saves travel time and expense
- Avoids long wait times
- Provides a safe, secure, reliable, and easy access to health care on your terms.

Additional Resources:

For technical assistance, contact the My Military Health Help Desk:
844-DIAL-MMH (844-342-5664)
dhasupport.mymilitary@health.mil

Visit the My Military Health Self-Service Portal for additional information:
<https://support.mymilitary.health.mil>



Scheduled Virtual Visits

Busy with work or family obligations?
Having transportation issues?
Ask your care team about:

My Military Health Scheduled Virtual Visits



Scheduled Virtual Visits

How to get started:

1. Schedule your appointment:

Submit a request via the MHS GENESIS Patient Portal or contact your hospital or clinic to request a virtual video visit.

2. Find a suitable space for your appointment:

Choose a secure, private, well lit, and quiet environment where you can discuss health concerns with your care team over video. Dress in appropriate clothing.



3. Choose your device:

Ensure your chosen device (computer, laptop, tablet or mobile device) has audio and video capability, and allow microphone and camera access, when prompted.

4. Check in and begin session:

Please join your session 15 minutes prior to the appointment start time to begin the check-in process with clinical staff. Click the session link you received via text or email or join from the MHS GENESIS Patient Portal.

Virtual Video Appointment Details:

Types of Appointments:

- Primary care
- Specialist follow-ups
- Treatment plan maintenance
- Pharmacy prescription care management

Technical Equipment Needed:

To participate in My Military Health Scheduled Virtual Visits, you need:

- A computer, laptop, tablet or mobile device that can sustain a strong internet connection.
- An integrated or external microphone, and/or camera.
- For optimal performance and experience, Wi-Fi connection is recommended.
- You can also connect without a Wi-Fi connection (5G, LTE or mobile data).

