

Lloyd C. Hawks Troop Medical Clinic
192 Lindquist Rd. BLDG 412
Fort Stewart, GA 31314
winn.amedd.army.mil



WELCOME!

It is our pleasure to be a part of your healthcare team! Here at Hawks TMC our mission is to provide sustained health services in support of the Fort Stewart community to enable readiness and conserve the fighting strength while caring for our Service Members. Our vision is to serve as the preeminent TMC in the Atlantic Region with proficient, ethical, resilient and caring staff, providing excellence in healthcare to active duty Service Members, keeping them medically ready to defend the Nation and its interests. Our patient population is exclusive to active duty Service Members, as well as National Guard and Reservists on active orders.

Hawks TMC offers pharmacy, laboratory, and radiological services on-site for your convenience. We also have specialty services, to include: Physical Therapy, Chiropractic, Mental Health and two Clinical Pharmacists available with a referral from your provider.

In order to provide you with the best possible healthcare, please arrive approximately 15 minutes prior to your appointment. If you need to cancel your appointment, please do so at least 24 hours in advance. After your visit please let us know how we did! You may receive a Joint Outpatient Experience Survey in the mail or via email. This will provide valuable feedback for Hawks. If you feel that we have not provided you with the best possible care, please do not hesitate to contact our NCOIC or OIC. You may also submit an ICE comment on the Winn website or contact the hospital Ombudsman.

Again, we thank you for giving us the opportunity to be a part of your healthcare team. Team Hawks, WE ROCK!

Warm regards,

Team Hawks

Lloyd C. Hawks Troop Medical Clinic

192 Lindquist Rd

BLDG 412

Hours: M-F 0730-1630

Sick Call: M-F 0630-0730

Central Appointments: 912-435-6633

Humana Tricare: 1-800-444-5445

Nurse Advise Line: 1-800-874-2273

Health Benefits: 912-435-6716

Referral Management: 912-435-6015

Military OneSource: 1-800-342-9647

Physical Exams: 912-435-6347

Chiropractic Clinic: 912-435-5595

Physical Therapy: 912-435-5594

Optometry: 912-435-5361

Optometry Sick Call 0730-0830



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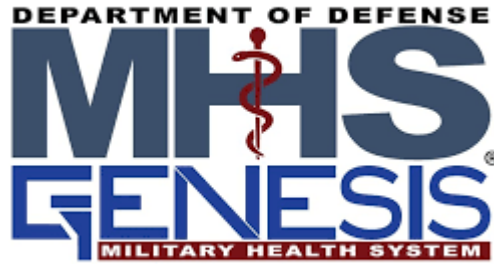
You can make appointments, check lab results and even order your pharmacy refills using MHS Genesis Patient Portal, 24 hours a day, 7 days a week.

The Patient Portal website is: <https://patientportal.mhsgenesis.health.mil>

MHS Genesis allows you to:

- Monitor your health information
- See laboratory and test results
- Update your patient profile
- Make appointments online
- Exchange secure messages with your PCM





MHS GENESIS is here!

The U.S. Army Medical Department Activity - Fort Stewart and Hunter Army Airfield uses the Department of Defense's new electronic health record (EHR), MHS GENESIS.

The MHS Patient Portal can be accessed by visiting <https://my.mhsgenesis.health.mil>.

What is MHS GENESIS?

MHS GENESIS is the new EHR that provides you and your doctors enhanced, secure technology to manage your health information. When fully deployed, MHS GENESIS will be the single health record for service members, veterans, and their families. [>>Learn More about MHS GENESIS](#)

What is the MHS GENESIS Patient Portal?

Along with the new EHR, the MHS GENESIS Patient Portal is a secure website available 24/7 that gives you access to your health information. Through the MHS GENESIS Patient Portal, you can:

- View health information
- Schedule appointments
- Communicate securely with providers
- Request prescription refills (Not fully functional - See side note).



The MHS GENESIS Patient Portal is replacing the TRICARE Online Secure Patient Portal. TOL will be discontinued October 2024.

What does this mean for me?

MHS GENESIS and the MHS GENESIS Patient Portal will eventually replace TRICARE Online, including the patient portal and secure messaging at this facility.

- If you had a current TRICARE Online account, it migrated to MHS GENESIS on June 11, 2023. No action is necessary from you.
- If you don't already have a TRICARE Online account, you can log onto patientportal.mhsgenesis.health.mil using your DS Logon Premium Account.
- If you don't have a DS Logon Premium Account or if you have questions about DS Logon, visit the [milConnect Website](#) or call **1-800-538-9552**.

Patient Bill of Rights and Responsibilities in Military Hospitals and Clinics

Patient Rights

Medical Care. You have the right to quality care and treatment. Your care and your treatment will be consistent with available resources and generally accepted standards. These standards include:

- Timely access to specialty care
- Pain assessment and management
- Access to a second opinion when necessary

Respectful Treatment. You have the right to considerate and respectful care. This includes recognition of your:

- Personal dignity
- Psychosocial, spiritual, and cultural values
- Belief systems

Privacy and Security. You have rights to reasonable safeguards for your protected health information, including its:

- Confidentiality
- Integrity
- Availability

Both federal law and regulation govern your rights. You also have similar rights for other personally identifiable information. This applies to electronic, written, and spoken form. These rights include your right to be informed—to the extent required by federal law and regulation—when privacy breaches happen.

Confidentiality Limits. Sometimes your provider must report sensitive disclosures that you make. These sensitive disclosures include:

- Sexual assault or harassment
- Domestic violence
- Substance misuse or abuse
- Intent to harm yourself or others

To make a report, your provider doesn't need your permission or consent. But they should tell you about these limits on confidentiality before you make a sensitive disclosure to them during your visit.

Provider Information. You have the right to know your health care team. You can ask for their names and professional credentials.

Explanation of Care. You have the right to a clear, easily understood explanation of your:

- Diagnosis
- Treatment options
- Procedures
- Prognosis

Your provider will consider the exact needs of a vulnerable person when developing a treatment plan. A vulnerable person is a person who:

- Has compromised decision-making.
- Is otherwise unable to make medical treatment decisions.

If your provider can't give information to you, your provider will share it with a designated representative.

Informed Consent. You have the right to necessary information—in non-clinical terms—to make informed decisions on:

- Consent or refusal for treatments
- Participation in clinical trials or other research investigations

This information must include:

- Any and all potential complications
- Risks
- Benefits
- Ethical issues
- Potential alternative treatments, as may be available

You can find information on TRICARE network covered services on the [TRICARE website](#).

Research Projects. You have the right to know if your military hospital or clinic wants to perform research that relates to your care or treatment. You can refuse to participate in a research project. And you can withdraw your consent for participation at any time.

You can also find information on cancer [clinical trials](#) on the TRICARE website.

Filing Grievances. You have the right to:

- Make recommendations.
- Ask questions.
- File grievances.

To do this, you can reach out to the patient relations representative or the Patient Relations Office. If your concerns aren't resolved, you have the right to call The Joint Commission at 1-800-994-6610. You can also [file a complaint](#) online.

Safe Environment. You have the right to care and treatment in a safe environment.

Military Hospital or Clinic Rules and Regulations. You have the right to be informed of rules and regulations that relate to patient or visitor conduct.

Transfer and Continuity of Care. When medically permissible, you may be transferred to another:

- Military hospital
- Military clinic
- Private sector facility/provider

When medically permissible, you may be transferred to another military hospital or clinic only after you've received complete information, an explanation about the need for the transfer, and any alternatives.

Charges for Care. You have the right to understand the charges for your care and your obligation for payment.

Advance Directive. You have the right to make your health care wishes known. This includes when you may be:

- Unable to communicate
- Unable to make decisions for yourself

Chaperones and standbys. You have the right to a chaperone or standby during physical exams and treatments. You can request a different chaperone or standby. For example, you can request someone of a different sex. When possible, military hospital or clinic staff will try to honor your request or help you reschedule your visit. You should keep in mind that there may be some emergency situations when urgency requires an exception to having a chaperone or standby present.

Patient Responsibilities

Maximize healthy habits. You should exercise, avoid smoking, and maintain a healthy diet.

Providing Information. You're responsible—to the best of your knowledge—for providing accurate, complete, and up-to-date information about your health. This includes:

- Complaints
- Past illnesses
- Hospitalizations
- Medications
- Other health matters

You should let your provider know if you understand your diagnosis, treatment plan, and prognosis. If not, let your provider know you have questions.

Respect and Consideration. You're responsible for being considerate of the rights of staff and others. You should respect the property of others and of the military hospital or clinic.

Adherence with Medical and Dental Care. You're responsible for following your medical and nursing treatment plan. This includes follow-up care that your provider recommends for you. You should:

- Keep your appointments.
- Be on time.
- Tell your provider in advance if you can't keep your appointment.

You're responsible for your actions if you refuse treatment. You're also responsible for your actions if you choose not to follow your provider's instructions.

Medical Records. You're responsible for returning your medical records to the military hospital or clinic. Your records will be filed and maintained. Your medical records for care at a military hospital or clinic are the property of the U.S. government.

Military Hospital and Clinic Rules and Regulations. You're responsible for following rules and regulations that affects patient care and conduct.

Refusal of Treatment. You're responsible for your actions if you refuse treatment. You're also responsible for your actions if you don't follow your provider's instructions.

Health Care Charges. You're responsible for promptly paying your health care charges.

- If you have other health insurance, you must tell the military hospital or clinic.
- Follow the rules of your other health insurance. This includes referral and authorization rules.



LET YOUR VOICE BE HEARD!

Scan QR code to give feedback on your visit

