

WELCOME TO AHC SOUTHCOM

To properly in-process into our clinic, please follow the step below.

1. **DEERS:** Take a copy of your orders and update your demographics/ eligibility.
Tricare will not transfer you or process referrals if your information is not updated!
2. **Call Tricare: 1800-444-5445**
Inform them that you need to Enroll into SOUTHCOM Army Health clinic and that our Clinic DMIS is 7239.
They need to assign you one of the following Primary care managers:
Angel Guerra, MD/ Javier Ditas, PA/ Hilda Funez- Escobar, NP
3. **Medical Records (305) 437-2334-** Stop by to Complete New Patient Clinic Registration
If you hand carried your Service Treatment Record from your previous duty station, you MUST turn them in.
If your previous Duty Station has not yet mailed them, you must fill out a DD877 for us to request them.
Your records are unaccounted for until we receive them.
Not everyone has an STR. We can confirm here if you have an STR or if your record is solely electronic.
4. **Dental (305) 437-1765**
Meet with our Dental Representative. Failure to do so will put you at risk of receiving a Dental bill.
If you hand carried your Dental Treatment Record from your previous duty station, you MUST turn them in.

More information can be found on our Website: <https://southcomclinic.tricare.mil/>

APPOINTMENTS/ GENESIS PATIENT PORTAL

Our clinic is open from 0700-1600 MTWF, H 0700- 1200
The front desk can assist with scheduling appointments and directing your calls to different departments i.e. Lab, Pharmacy, (305) 437-1188.

MHS GENESIS Patient Portal is a secure website that allows you to access your health information, schedule appointments, and exchange messages with your care team anytime and anywhere. To access the MHS GENESIS Patient Portal, visit patientportal.mhsgenesis.health.mil

MANAGING YOUR RECORDS

Access the MHS GENESIS Patient Portal and send a message to: *Ft. Gordon Southcom Medical Records*
Subject: Specialty/ Appt. Date/ Reason Seen
Attach document(s) solely pertaining to subject line.
Message Body: Any details to inform your PCM.
To Request your records, please visit our website and download our guide on Managing Records
<https://southcomclinic.tricare.mil/Patient-Resources/Medical-Records>

DENTAL

Access all Active Duty Dental Benefit Information at www.addp-ucci.com
Here you can also download all Dental Forms. Please submit completed forms to the e-mail below.
Usarmy.gordon.medcom-eamc.mbx.southcom-dental@health.mil

REFERRALS

Referrals take 5-7 business days to process after the order has been entered in.
You can view the status of your referral through:
<https://www.humanamilitary.com/>
Referrals must be scheduled within 28 days. If not Humana needs to schedule you with a different provider.
Referral changes can be made by calling 1800-444-5445.
Please remind the outside provider to fax reports back to your Primary Care Manager (706) 787-0344

INDIVIDUAL MEDICAL READINESS (IMR)

For updates, please e-mail the following:
Usarmy.gordon.medcom-eamc.mbx.southcom-imr-updates@health.mil

- Full Name
- DOD ID#
- Branch of Service
- Attach Proof of immunization
- Vaccine name
- Lot number
- Date administered

VIRTUAL PHA FOR ACTIVE DUTY

Please visit the following website for information on how to book a virtual PHA:
<https://southcomclinic.tricare.mil/health-services/virtual-pha>
Part 1 online portion must be completed prior to booking virtual PHA appointment.