

Keller Army Community Hospital's Primary Care Department is operating under a Defense Health Agency-directed 'New Care Model' (NCM) to establish timely communication with your care team to allow for more individualized care to meet your needs.

NEW CARE MODEL

Scheduling Appointments



The NCM will bring changes for how appointments are scheduled.

Under the NCM, patients communicate their needs through either the Appointment Call Center (315-774-8200) or by submitting a message through the MHS GENESIS Patient Portal (<https://my.mhsgenesis.health.mil/>); our team of nurses and providers will determine if an in-person traditional appointment or virtual (video/telephonic) appointment is needed, or if the issue can be resolved directly through the message center (for example – medication renewal requests).

Changes occurring under the NCM include:

- The Appointment Call Center will no longer book appointments but will communicate your needs to the nurse and provider team to evaluate your needs and respond.
- Patients will no longer book their own appointments through the patient portal. Instead, patients can send a message to the nurse and provider team to evaluate your needs and respond.
- Patients can expect to receive a response within one business day. Patients can opt to receive their response via the MHS GENESIS Secure Message Portal which allows you to receive/respond at a time convenient to your schedule.
- Patients may also indicate the ideal call back time when corresponding via the Appointment Call Center.
- Traditional in-person appointments will continue to be available (1) if that is determined to be the most appropriate for your care or (2) if you prefer this method of treatment.
- Virtual appointments – video or telephone – may be determined as the best option to resolve your medical inquiry.
 - **Video appointments** are best when the patient will benefit from being visibly seen, but an in-person clinic visit is not necessary. Screening by a licensed practical nurse or Army medic is conducted prior to the provider seeing the patient.
 - **Telephone appointments** are best when the patient does not necessarily need to be "seen," but the patient still benefits from provider-level, detailed information/communication.
- NCM (currently) applies to Primary Care appointments but may – in the future – expand to other outpatient services.

We appreciate your patience as our medical providers adjust to the NCM and as Keller Army Community Hospital continues to improve and evolve to better serve the Greater West Point community and our beneficiaries.