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# WBAMC Patient and Family Partnership Council (PFPC)

May 21, 2026 10:00 a.m. to 11:00 p.m.  
Executive Dining Room



# Agenda

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- **Welcome**
- **Upcoming Events**
- **General Information**
- **Tracking Log**
- **Cardiology**
- **Department of Primary Care Updates**
- **Specialty Care Updates**
- **Facilities Management Updates**
- **Clinical Operations Updates**
- **Red Cross**
- **Questions/Closing**
- **Hospital Commander/CSM**



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# Upcoming Events

- **May 25, 2026 – Memorial Day\***
- **June 19, 2026 – Juneteenth Day\***
- **July 3, 2026 – Independence Day\***
- **August 21, 2026 – PFPC**

## **\*All outpatient services closed**

**\*The Emergency Department is always available if you need immediate medical attention 24 hours a day. If you are uncertain of whether or not you should go to the Emergency Department, you can always contact the Military Health System (MHS) Nurse Advice Line at 1-800-874-2273 to find urgent care, get health care advice, or get recommendations on the appropriate level of care.**



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- WBAMC earned an 'A' grade from Leapfrog Group for the fifth consecutive time! We are 1 of 3 MTF's in the MHS to earn this prestigious milestone.
- EFMP information briefs are held every 2<sup>nd</sup> & 4<sup>th</sup> Thursday of the month at 1:00 p.m. at the WBAMC West Clinic 3<sup>rd</sup> floor HR Conference Room (#W3414).
- The Soldier Family Medical Center is closed for repairs. Please visit our website for the temporary locations for your primary care and ancillary care services. <https://william-beaumont.tricare.mil/Clinics/Soldier-Family-Medical-Center-West-Bliss>
- Service Degradation – With the upcoming PCS season, please be aware that services provided within the MTF may fluctuate. We strive to provide quality, continuity, and safety to all of our patients and staff. We will communicate any changes that affect access to care promptly.
- TRICARE Active Duty to Retiree Briefing is every 3<sup>rd</sup> and 4<sup>th</sup> Tuesday of the month at 2:00 p.m., 5<sup>th</sup> Floor East Clinic, Referral Management
- Children's Waiting Rooms (CWR) are by appointment only; Please call 915-742-9926/0975. Hours are Monday to Friday 8:00 a.m. to 12:00 p.m. at WBAMC and 1:00 p.m. to 4:30 p.m. at Mendoza.
- Your feedback is important; please take the time to fill out your JOES and TRISS surveys.
- Visit our website for current information: <https://williambeaumont.tricare.mil>



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Your well-being is our top priority. Every patient — and every health care professional — has the right to request a chaperone during any physical exam, medical visit, or dental visit.

**Need Help or Have Questions?**

Contact your facility's Patient Advocate Office at: 915-742-2692  
We're here to support you — every step of the way.

Scan for more information about the chaperone policy:

**DHA** | **TRICARE**®



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**This very important brief is brought to you by WBAMC's Health Benefits Advisors.**

◆  
**Location:**  
**5th Floor, East Clinic,**  
**at WBAMC**  
**Referral Management Dept.**

◆  
**TIME: 2 p.m. (1400)**

◆  
**The briefings will be held on the 3rd and 4th Tuesday of every month.**

**TRANSITIONING FROM ACTIVE DUTY TO RETIREE?**

**Please contact the Health Benefits Advisors at 915-742-2828 to register.**

**Class size is limited, registration required.**

**\*Date subject to change in Nov/Dec due to holidays.**





# Cardiology



# Cardiology – Current Improvements



## Issues identified: Patients report difficulty reaching Cardiology clinic by phone

- Coordinated with Clinical Operations/Central Appointments to absorb voicemails for the MSAs
- Reduced manual voicemail processing and improved message tracking/accountability
- Most patients now leave messages through Central Appointments, which routes messages directly into the Cardiology GENESIS messaging pool
- Pending genesis messages are generally answered within 3 business days



# Cardiology - Ongoing / Planned Actions



- Simplify GENESIS workflow:
  - direct patients to a single “Cardiology Clinic Messaging Pool”
  - Add patient portal enrollment instructions to checkout paperwork
  - Pilot backup medic support for phone/message management during high-volume periods
- Educate clinic staff/MSAs on interim workaround:
  - Placing calls on mute rather than hold
- Collaborate with Clinical Operations to transfer calls when phone line is busy in August as their staffing expands
- Also collaborate with Clinical Operations to schedule FTR appointments
- Request support in sustaining retiring RN position



# Primary Care



# Department of Primary Care

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- Mandatory Training Time Update
- Summer School Physical Offering
- Clinical Support Standardized Protocols
- VIPRR & Ambient Listening
- EFMP reminders
- MHS Genesis Portal Capabilities & how to navigate challenges

# William Beaumont Army Medical Center

## Department of Primary Care



### Mendoza Soldier Family Care Center

**Address:**

11335 SSG Sims Rd  
Fort Bliss, TX 79918

**Phone:**

Soldier: 915-742-2868  
Family: 915-742-1107  
Pediatrics: 915-742-1437

**Services Available:**

Lab  
Radiology  
Immunizations  
Physical Therapy  
Pharmacy  
Audiology  
Optometry

### East Bliss Soldier Clinic

**Address:**

21227 Torch St  
Fort Bliss, TX 79918

**Phone:**

915-742-4248  
915-569-4290

**Services Available:**

Physical Therapy  
Audiology  
Radiology  
Readiness (IMIP)  
Immunizations  
Optometry  
Pharmacy

### Garrison (SFMC)- relocated to Mendoza 2<sup>nd</sup> floor

**Address:**

**\*RELOCATED** to 11335  
SSG Sims Rd  
Fort Bliss, TX 79918

**Phone:**

915-742-2350

**Services Available:**

Lab  
Radiology  
Immunizations  
Physical Therapy  
Pharmacy  
Audiology  
Optometry

### Rio Bravo Medical Home

**Address:**

10460 Vista Del Sol Dr.,  
Ste 300,  
El Paso, TX 79925

**Phone:**

915-742-9722

**Services Available:**

Lab (Hrs 0700-1430)  
Immunizations

# ANCILLARY SERVICES OPERATIONAL HOURS

## MENDOZA CLINIC

- **Mendoza Laboratory**
  - Monday, Tuesday, Wednesday 0700-1600
  - Friday 0700-1500
  - 2<sup>nd</sup> and 4<sup>th</sup> Thursday closed after 1200 for clinic training
- **Radiology**
  - Daily: Monday- Friday 0730-1530; minimal staffing for lunch from 1200-1300
- **Mendoza Pharmacy**
  - Daily: Monday-Friday 0700-1630
  - Freedom crossing: Monday- Friday: 0930-1800

# William Beaumont Army Medical Center

## Department of Primary Care



Scheduling an appointment:

1. MHS Genesis Patient Portal: <https://my.mhsgenesis.health.mil>



2. Contact Central Appointments: at 915-742-2273 (Option # 1)
3. Contact clinic directly

# Departmental Recurring Mandatory Training Time

**Training time has shifted from Thursday to Friday afternoons  
starting end of May**

2<sup>nd</sup> and 4<sup>th</sup> Friday afternoon starting May 29

Training time from 1300-1600 (all clinics) or 1300-1630 (Rio Bravo)

Change will affect all primary care clinics that fall within Department of  
Primary Care

Mendoza Soldier Family Care Center (Pediatrics, Family,  
Soldier Care)

East Bliss Soldier Medical Home

Rio Bravo Community Based Medical Home

Soldier Family Medical Center- Garrison

Optometry-starting June 12

Will continue to remain open for acute issues

# Summer School & Sports Physicals May-July Offering

- School and Sports Physical Appointment Offerings at **Mendoza Family Care Clinic**
  - Allows improved availability vs potential delayed access with assigned PCM
  - Available one day a week between 29 May-30 July
  - **Call the Call Center at 915-742-2273 to schedule**
  - Ensure to bring necessary physical forms with you to your appointment
  - If immunizations needed, plan a separate visit with your assigned clinic



# Clinical Support Standardized Protocols (CSSP)

Are you having challenges with the following and need clinical assistance but cannot get an appointment?

Sore throat

Pregnancy Test (Family & Soldier clinics)

Frequent/Painful Urination

**BP checks**

**Suture removal**

**Walk into your PCMH and a nurse driven protocol can be initiated!**

**\*\*Highlighted in red requires a PCM order**

# Behavioral Health Consultant (BHC) Support

**Behavioral Health Consultants (BHC)** – licensed mental health clinician who works directly within primary care teams to provide rapid, short-term, and solution-focused care

**Embedded within each clinic**

## **Focus areas:**

**Chronic medical conditions:** fibromyalgia, diabetes, hypertension, chronic pain, obesity, frequent visits without clear medical findings,

**Behavioral health concerns:** Depression, anxiety, stress-related symptoms, ADHD, Mood worries, panic attacks, Adjustment Issues (including difficulty adjusting to Military lifestyle), PTSD

**Health behavior:** smoking, poor diet, sedentary lifestyle, mild -to moderate substance use concerns ( children ,teenagers and adults), stress management

**Sleep issues:** Insomnia, or poor sleep habits

**Somatic Symptoms:** headaches, GI complaints , medically unexplained symptoms

**Pediatric / Family Concerns:** ADHD symptoms, behavior challenges, parenting support, depression, anxiety ( social & phobias), parents' divorce/ separation

**Life stressors:** grief, adjustment to illness, family, or social stress

**Psychoeducational classes every Wednesday from 1300-1330 at Rio Bravo CBMH**

# Behavioral Health Consultant (BHC) Support

- **Soldier Care Clinic Mendoza**
  - Dr. Valeria Garcia, LCSW, Clinical Psychologist
- **SFMC Family/Soldier**
  - Dr. Connie Ponce, IBHF, Clinic Psychologist
- **Rio Bravo**
  - Dr. Michelle Marie Gomez, LCDC, credentialed for 2 years old and above



# DHA's Virtually Integrated Patient Readiness and Remote Program (VIPRR)



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- **Are you enrolled in TRICARE PRIME?**
  - If you are, then you can get **virtual urgent care appointments** after clinic hours
  - Schedule a virtual urgent care appointment **for after hours and weekend needs:**
    - ✓ 1-800-TRICARE
    - ✓ Schedule between 0530-2230 CST Monday-Friday

**Introducing the Defense Health Agency's New Virtually Integrated Patient Readiness and Remote Program (VIPRR)**

DHA Defense Health Agency

UNLOCK YOUR HEALTH

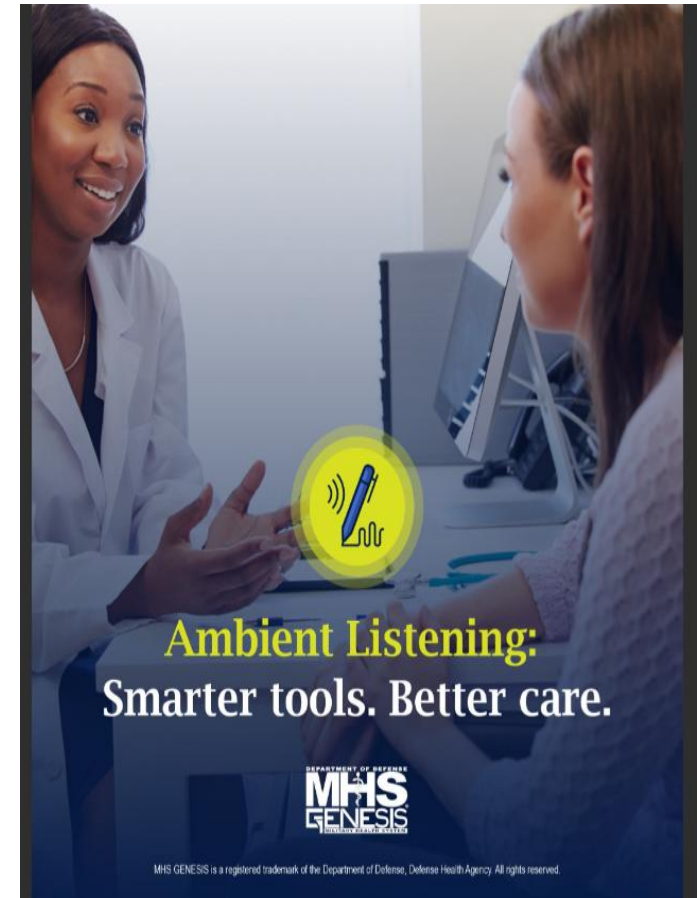
Are you enrolled in TRICARE Prime®? If you are, then you can get **virtual urgent care appointments**.

**VIPRR**  
VIRTUALLY INTEGRATED PATIENT  
READINESS AND REMOTE CARE CLINIC



# Ambient Listening

- Defense Health Agency is now implementing *Ambient Listening* into the clinical workflow
    - Ambient Listening is an AI-powered clinical assistant that helps providers streamline documentation and clinical workflows through natural language interaction.
  - Facilitates provider to focus more on patient interaction, then documentation
    - Documentation must be reviewed and verified by the clinician before finalization.
    - Providers will ask for your consent prior to its usage.
- \*\*This tool does not provide clinical decision support to the clinical provider.





# Patient Advocacy Support at Mendoza



Having an issue or concern  
when at Mendoza Soldier  
Family Care clinic?

Our Patient Advocacy team is  
ready to assist!

Call **915-742-1168** should you  
need assistance.



**Danielle Morales**  
Patient Advocate  
Assistant  
915-742-5090

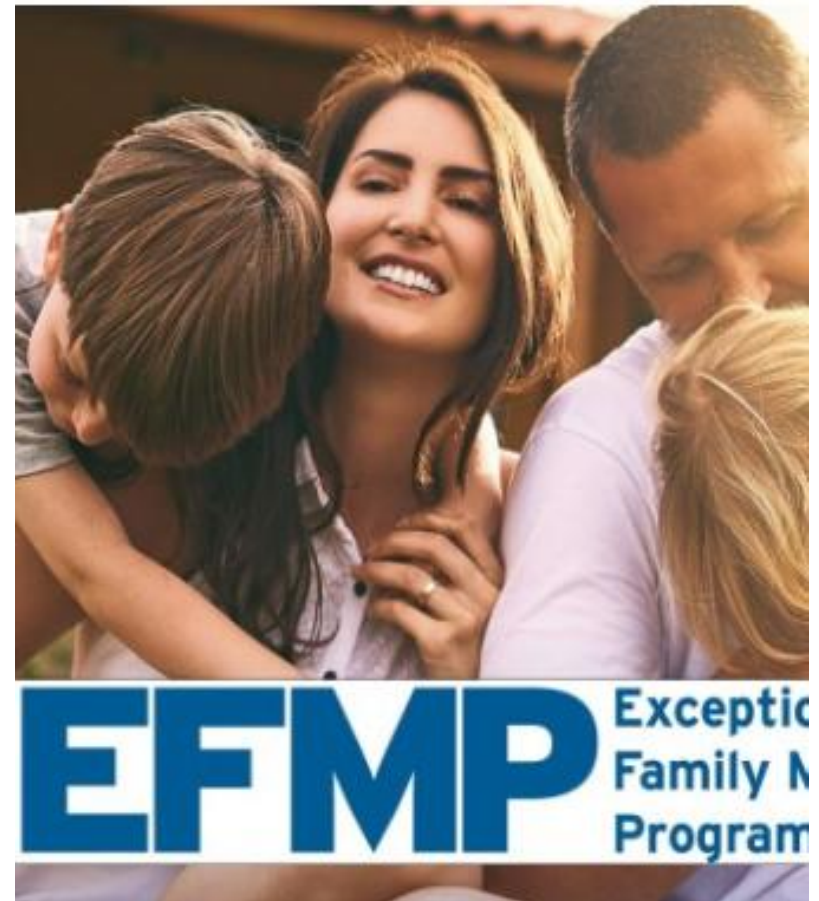


**Ricardo Monreal**  
Patient Advocate  
Assistant  
915-742-6306

# Exceptional Family Member Program (EFMP) Reminders

## EFMP Update

- Request that you plan your EFMP update ***well in advance*** to avoid any issues with transition
- **Submit updates NLT 4 months out from projected RFOs for CONUS**
- **OCONUS submit NLT 6 months out to avoid delays in PCS**
- Review the need for updates and screen for any enrollable conditions
- **any condition requiring more than once a year visit with a provider**





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# MHS Genesis Patient Portal



The screenshot shows the MHS Genesis Patient Portal interface. At the top, there is a navigation bar with 'About DHA', 'For Beneficiaries', and 'Working with DHA'. The main heading is 'MHS GENESIS Patient Portal' with a sub-heading 'The MHS GENESIS Patient Portal is the secure patient portal to access your MHS health record and interact virtually (and securely) with your health care team.' Below this is a 'Log into MHS GENESIS' button. A section titled 'MHS GENESIS Features' lists capabilities like viewing health data, booking appointments, and requesting prescriptions. The bottom part of the screenshot shows a user's dashboard with a navigation menu (Home, Health Record, Messaging, Appointments, Clipboard, Medications, Rx Refills) and a notification for an appointment with 'CHIRO PROC'.

- 24/7 Access
- Appointment Reminders!
- Refill/Track Prescriptions
- Message your Healthcare Team
- Book or Change your appointments
- View your Health Record
  - Review Lab Work
  - Review Radiology results
  - Clinical notes



# Patient Portal: Self Scheduling Challenges

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- Can search for appointments in two methods:
  - **PCM** or **Appointment type** search (includes location)
- Please **carefully select your PCM** under *schedule an appointment by provider*
- Please **carefully select Appointment Type**
  - Search will ask whether it is a Family Medicine, Internal Medicine, or Pediatric in person or Virtual appointment type
- Please **carefully select Appointment Location**
  - See next page for how clinics are listed in the portal
- ***If PCM or location/appointment type are not selected appropriately this may contribute to delays in care***



# Location Titles for Clinical Areas in MHS Genesis Portal



- ✓ Only one area begins with “William Beaumont AMC”.
- ✓ Remainder begin with **Army Medicine**
- ✓ Soldier Care Areas are managed by the clinic

## ■ Location titles:

- ✓ William Beaumont Army Medical Center Internal Medicine Team Red Internal Medicine
- ✓ Army Medicine Mendoza Soldier Family Care Clinic Family Medicine Team Honor Mendoza Family Care Clinic
- ✓ Army Medicine Mendoza Soldier Family Care Clinic Family Medicine Team Pride Mendoza Family Care Clinic
- ✓ Army Medicine Mendoza Soldier Family Care Clinic Family Medicine Team Trust Mendoza Family Care Clinic
- ✓ Army Medicine Soldier Family Medical Clinic Family Medicine Team SFMC A SFMC Family
- ✓ Army Medicine Soldier Family Medical Clinic Family Medicine Team SFMC B SFMC Family
- ✓ Army Medicine Rio Bravo- Bliss Family Medicine Team Rio Rio Bravo
- ✓ Army Medicine Rio Bravo- Bliss Family Medicine Team Bravo Rio Bravo
- ✓ Army Medicine Mendoza Soldier Family Care Clinic Pediatrics Team Minnie Mendoza Pediatrics
- ✓ Army Medicine Mendoza Soldier Family Care Clinic Pediatrics Team Mickey Mendoza Pediatrics
- ✓ Army Medicine Mendoza Soldier Family Care Clinic Pediatrics Team Donald Mendoza Pediatrics



# MHS Genesis Patient Portal Issues

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- **Need help with MHS Genesis Patient Portal:**
- Receiving error message once logged into the portal site
  - Please call 1-800-538-9552
  
- **For help with DS Logon issues, visit:**
- **<https://milconnect.dmdc.osd.mil>**
- or call 1-800-600-9332



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# Specialty Care



# Medical Specialties

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## Neurology

- No availability until late August; expect backfill for the month of June

## Allergy

- Sole provider expected to be out Jun-Sep
- Virtual Backfill will only be able to accommodate established patients. Allergy shots will not be affected

## Endocrine

- Decreased access May-June. One provider tasked out

## Rheumatology

- No access July/August; Sole provider tasked out

## Gastroenterology

- Decreased access Jun-Aug. PCSing provider



# Facilities Management



# Facilities Updates for Patient Areas

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- 6<sup>th</sup> Floor (Medical Unit) Repairs in progress with target completion of 23 July 2026
- SFMC Roof Replacement contract solicitation process is in progress, Clinic Renovation in planning and both roof replacement and renovation projected for mid 2027
- Water Filter Stations
- ADA compliance of restroom doors – automatic door operation
- Baby Changing signs for restrooms



# Clinical Operations



# CLINOPS Updates

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## Primary Care – Patient Portal

- As of 01 May, all beneficiaries including Soldier care, can message their PCM and make appointments through the patient portal.

## Specialty Care – Patient Portal

- May-August – working with each specialty care clinic to establish a process for messaging and appointment scheduling.

## Genesis – Patient Appointment Locations

- Ticket submitted in February and at DHA pending action as of 08 May.



# Red Cross



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# JOIN!



## American Red Cross

Our support at WBAMC is only possible because of the dedication and generosity of our **wonderful Red Cross Volunteers**.

**Take action** in supporting our service members, families and military community  
by becoming a Red Cross Volunteer!

Priority Volunteer Positions are:

Information Desk, Shuttle Cart Driver, Red Cross office; we ask for one shift a week but may volunteer more if desired!

Scan QR  
Code to  
Apply



and/or ***e-mail [bliss@redcross.org](mailto:bliss@redcross.org)***



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# Tracking Log



Task	Task/Action	status
Shuttle	Consistent Parking Lot Shuttle Availability	Pending – Red Cross support or possible contract
Genesis – patient appt locations	Make the patient appt locations more patient friendly for the reminders and in Genesis	Pending – DHA Ticket  Created cheat card for staff to utilize to tell patients where there appts are.
Water Filter Stations	Water Filter stations available in the hospital for patients and staff	Facilities looking into
Automatic Door Openers for restrooms	Add automatic door openers for restrooms to make the bathroom handicap accessible	Facilities looking into
Re-open the Greenhouse	Look into opening the Greenhouse in Oncology	Closed – no longer offered by the organization
Baby Changing Stations	Signage put on restroom doors for baby changing stations	Facilities looking into





- Next meeting will be Aug 20, 2026 at 10:30 a.m. in the WBAMC Executive Dining Roo,
- Please follow us on Facebook, Instagram and our website ([william-beaumont.tricare.mil/](http://william-beaumont.tricare.mil/)) for the latest news and updates.
- Please contact the Patient Experience Department at 915-742-2692/2508 for recommendations, questions or if you require assistance



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