

MHS GENESIS Patient Portal

Along with the new electronic health record, the MHS GENESIS Patient Portal launched in February 2017.

The MHS GENESIS Patient Portal is a secure website for 24/7 access to your health information, including managing appointments and exchanging messages with your care team.

- The MHS GENESIS Patient Portal replaces Secure Messaging while you receive care.
- If you have a prescription with remaining refills, use the Audiocare System to **refill** your valid prescription.
- Use MHS GENESIS Patient Portal to **renew** your existing prescriptions. Renewals are needed when a prescription has no refills left, or has expired, and you need to continue taking the medication.
- If you move to a military hospital or clinic that has not begun using MHS GENESIS, you will resume using Secure Messaging and TRICARE Online. Contact your care team to learn which hospitals and clinics use MHS GENESIS.

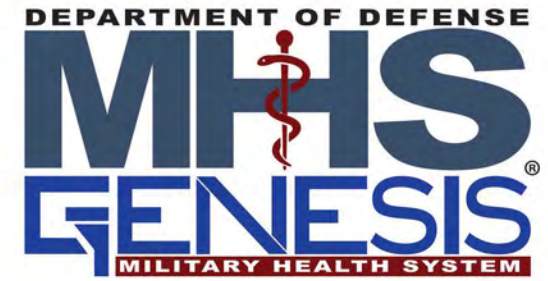
Access MHS GENESIS Patient Portal
<https://patientportal.mhsgenesis.health.mil>

For questions regarding the DS Logon, visit www.dmdc.osd.mil/milconnect or contact the Defense Manpower Data Center at (800) 538-9552.

Military Health System

7700 Arlington Boulevard
Falls Church, VA 22042

www.health.mil/mhsgenesis



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MHS GENESIS PATIENT PORTAL



The Electronic Health Record

MHS GENESIS, the new electronic health record for the Military Health System, provides enhanced, secure technology to manage your health information.

MHS GENESIS integrates inpatient and outpatient solutions that will connect medical and active duty dental information across the continuum of care, from point of injury to the military treatment facility. This includes garrison, operational, and en route care, increasing efficiencies for beneficiaries and healthcare professionals.

When fully deployed, MHS GENESIS will provide a single health record for service members, veterans, and their families.

Patient Portal Access

To access the MHS GENESIS Patient Portal, visit <https://patientportal.mhsgenesis.health.mil>. Beneficiaries can log in to the MHS GENESIS Patient Portal using their DS Logon. Premium Access (Level 2) is required to view the health record.*








In preparation for the new MHS GENESIS Patient Portal, log in to milConnect and create your DS Logon. Beneficiaries with an existing DS Logon should upgrade their account to Premium Access. A link to the “My Access Center” is available via the MHS GENESIS Patient Portal landing page to direct patients on obtaining their DS Logon credentials.

For questions regarding the DS Logon, visit www.dmdc.osd.mil/milconnect or contact the Defense Manpower Data Center at (800) 538-9552.

* There is no additional fee for Premium Access.

Key Benefits

Through the **MHS GENESIS Patient Portal**, you can:

-  View your health information
-  Exchange secure messages with your care team
-  Request prescription renewals
-  View notes from your clinical visits and certain lab/test results, such as blood tests
-  Manage medical and active duty dental appointments
-  Complete a pre-visit active duty dental health questionnaire online
-  Look up information related to your health concerns and medications



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MILITARY HEALTH SYSTEM MHS GENESIS

Patient Portal Eligibility

IMPORTANT INFORMATION REGARDING PATIENT PORTAL ELIGIBILITY AND ADULT PROXIES

- Access to Patient Portal information is dependent on DMDC DS Logon permissions.
- Beneficiaries may grant permission to family members for access to medical information, by going to Managing Relationships in DS Logon via <https://www.dmdc.osd.mil/identitymanagement/app/login>
- The Department of Defense allows proxy access for situations where the beneficiary cannot access or provide consent for access. Legal documentation is required. See the DS Logon Frequently Asked Questions for additional information.

ACCESSING MEDICAL RECORDS

- Beneficiaries may access their and their family members' medical records via the Patient Portal, subject to DS Logon permissions.
- Beneficiaries may visit their military hospital or clinic and request the records in person.
- Beneficiaries may coordinate with their military hospital or clinic to submit a request via postal mail or email.

FOR FURTHER ASSISTANCE PLEASE CONTACT:

Patient Service Center:

Winn Army Community Hospital: (912) 435-5301

Tuttle Army Health Clinic: (912) 435-5149

PATIENT PORTAL PERMISSIONS

- **Ages 18+:** If eligible, may create their own DS Logon account and be able to access the Patient Portal.
- **Ages 0-12:** Only sponsors, parents, or guardians (Proxies) are granted access to a child's records.
- **Ages 13-17:** Only sponsors, parents, or guardians are granted access to a limited set of the teenager's records such as appointments, secure messages, immunizations, and allergy information. Sensitive clinical information is restricted from view in accordance with State Laws and the Health Insurance Portability and Accountability Act (HIPAA).
- **Beneficiaries with special health care needs:** Proxies may be granted access in accordance with DOD guidelines.
- **Active Duty/National Guard/Reserve:** May access the Patient Portal with a valid DS Logon account.
- **Retirees:** May access the Patient Portal with a valid DS Logon account.
- **Veterans with a continuing affiliation to the DOD:** May access the Patient Portal with a valid DS Logon account.



Last updated on November 2023

To learn more about MHS GENESIS, visit
www.health.mil/MHSGENESIS