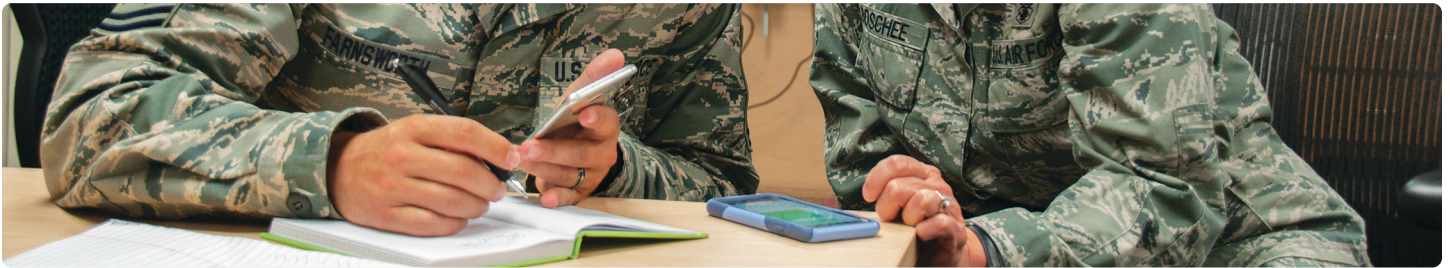


MHS GENESIS® is the modernized electronic health record managed by the DOD Healthcare Management System Modernization program management office under the Program Executive Office, Defense Healthcare Management Systems.



WHAT IS MHS GENESIS?

WHAT IS MHS GENESIS? MHS GENESIS integrates inpatient and outpatient best-of-suite solutions that connect medical and dental information across the continuum of care, from point of injury to the military treatment facility. This federal electronic health record supports more than 9.6 million DOD, U.S. Coast Guard, National Oceanic and Atmospheric Administration, and Department of Veterans Affairs beneficiaries. MHS GENESIS, with approximately 194,000 users globally, enables the application of standardized workflows as well as integrated health care delivery and data standards for the improved and secure electronic exchange of medical and patient data. DOD completed MHS GENESIS deployment to all DOD hospitals and clinics throughout the world in 2024.




"I LIKE THE REAL-TIME DOCUMENTATION OF IMMUNIZATIONS. PREVIOUSLY, WE WOULD HAVE TO SPEND HOURS DOCUMENTING AFTER THE EVENT."

— MHS GENESIS SURVEY RESPONDENT

"I AM EXCITED ABOUT THE OUTSIDE RECORDS CAPABILITY. THIS IS A GREAT WIN, AS WE DON'T HAVE TO DO EXTRANEIOUS TESTS FOR PATIENTS."

— MHS GENESIS END USER

FEATURES

-  Connects the provider to the patient by providing the ability to exchange secure messages and plays an integral role in the provision and coordination of safe, quality care
-  Brings together inpatient and outpatient solutions that connect medical and dental information whether on the battlefield or at home in a military hospital
-  Provides 24/7 access through the Patient Portal to healthcare information, appointment management,

BENEFITS

-  Provides enhanced, secure technology to manage patient health information
-  Facilitates the safe transition of care across the spectrum of military operations, including garrison, operational, and enroute care, through a proven commercial EHR
-  Supports medical and dental communities in providing world-class health care for Service members, their families, and U.S. allies across the globe
-  Provides health care communities with the ability to monitor a beneficiary's health status through greater population health data, tracking, and alerting capabilities
-  Provides health care professionals and patients with the ability to access the latest advancements in technology
-  Enables patients to monitor their personal health information, exchange secure messages with their care team, view lab results, update their personal profile, and manage scheduling
-  Provides a seamless care experience, saving providers time and enabling more standard workflows to support enhanced clinical decision-making and patient safety

MILITARY HEALTH SYSTEM MHS GENESIS

Patient Portal Factsheet

What is the Patient Portal?

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. It replaces TRICARE Online (TOL) and Secure Messaging for sites currently using MHS GENESIS. If your site does not have MHS GENESIS, you will continue using TOL and Secure Messaging to access your health care information.

How do I access the Patient Portal?

To access the MHS GENESIS Patient Portal, visit **patientportal.mhsgenesis.health.mil**. Beneficiaries can log in using their DS Logon. A free Premium Access (Level 2) account is required to view the health record. The DS Logon Premium account allows you to view personal data about yourself in the Department of Defense and Department of Veterans Affairs systems, apply for benefits online, check the status of your claims, update your address information, and more.

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 on the MHS GENESIS Patient Portal landing page to direct patients on how to get their DS Logon credentials.

Where do I go for more information?

For questions regarding the DS Logon, visit **www.dmdc.osd.mil/milconnect** or contact the Global Support Center (GSC) at **1-800-600-9332**.



Features

- 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
- Schedule medical and active duty dental appointments
- Complete a pre-visit active duty dental health questionnaire online
- Access information related to your health concerns and medications



Last updated on January 2020

For more information, visit health.mil/MSHGENESIS

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:

**Fort Drum MEDDAC Patient Service Center,
at (315) 772-4435.**

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 August 2023

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

MILITARY HEALTH SYSTEM MHS GENESIS

Patient Portal Clipboard

IMPORTANT INFORMATION REGARDING CLIPBOARD

- Clipboard allows patients with upcoming appointments to utilize the MHS GENESIS Patient Portal to enter and review information before, during, or between their appointment(s).
- Care Team can review and reconcile added updated information, as needed, once it becomes available in its respective Mpage component.

CLIPBOARD BENEFITS

- **Improved Patient Communication**
Secure online portal provides an avenue for patient engagement that empower and educates patients to inform and interact with their Care Team on an ongoing basis.
- **Better Preparedness**
Patients are able to virtually enter, consolidate, and update personal health information, and Care Teams are able to enter, review, and reconcile that information BEFORE their appointments.
- **Time Management and Efficiency**
Empowers clinicians to better engage and intervene with patients at the right place and time.
- Promotes Increased Care Team communication and collaboration.

TRACKS & ROLES IMPACTED

| Tracks | Roles |
|--|---|
| <ul style="list-style-type: none"> • Ancillary • Ambulatory • Maternity | <ul style="list-style-type: none"> • Ambulatory, RN/MA/LPN/Med Tech • BH RN/Tech • Occupational Health RN/Tech • OB Clinic RN • Physicians |

Patient Portal Available Clipboards

- Alcohol Use Screener (Audit-C)
- Anxiety Screener (GAD-7)
- BH Screener
- Birth Plan (OB Birth Plan)
- Depression Questionnaire (PHQ-9)
- Health History
- Insomnia Severity Screen (Insomnia Severity Index)
- Low Back Pain Questionnaire (Modified Oswestry Disability Index)
- Neurobehavioral Symptoms Screen (Neurobehavioral Symptoms Inventory (NSI))
- Oncology and Infusion Intake (Oncology/Infusion Comprehensive Intake)
- Pregnancy Intake (Antegartum Intake - Nurse)
- Postpartum Depression Scale (Edinburgh Postnatal Depression Scale)
- PTSD Checklist (PTSD Checklist (PCL-5))
- Sleepiness Screen (Epworth Sleepiness Scale)
- Suicide Screener (Columbia Suicide Severity Rating Scale)
- Upper Extremity Function (Quick DASH)
- Well Visit for Children under 2 years (0-23 MHS Well Visit)
- Well Visit for Children, 2-6 years (2-6 MHS Well Visit)
- Well Visit for Children, 7-18 years (7-18 MHS Well Visit)
- Ambulatory Pediatric Care Intake



For further assistance, please contact "GSC email"

Last updated on April 2022

For more information, visit <https://health.mil/Military-Health-Topics/MHS-Transformation/MHS-GENESIS>

How to verify your identity on **MHS GENESIS**

You will verify your identity with one of the randomly selected methods chosen by the system.

METHOD 1

- Select a credit card or other account type.
- You must pass a knowledge-based quiz in less than 3 minutes. The system will allow 3 attempts.

METHOD 2

- Upload a picture of government provided Identity Verification documents such as Driver's License or Personal Identification (ID) Card, Passport, Passport Card, Veteran ID Card, or State ID Card.

METHOD 3

- Pass a knowledge-based quiz.
- Upload a document and verify your identity.

Note: You cannot choose what method of remote proofing you do. The system chooses a method at random.



Frequently Asked Questions

Q: What happens when I PCS to/from an MHS GENESIS location?

A: Providers at all Department of Defense hospitals and clinics have access to electronic files, whether those records are stored in the new health record (MHS GENESIS), or existing military digital records, or in coordination with community providers.

Q: What do I do when I can't get access to my patient portal?

A: For support relating to the Patient Portal issues, contact: the Global Support Center at (800) 600-9332.

Q: Will the VA use the same system?

A: Yes. DOD, VA, the U. S. Coast Guard, and the National Oceanic and Atmospheric Administration are standing up a single, common electronic health record that will stay with a service member from the time of their entry into the military through veteran status.