



Patient Portal Questions and Answers

Information for beneficiaries regarding the MHS GENESIS Patient Portal

1. What is the MHS GENESIS Patient Portal?

The MHS GENESIS Patient Portal provides access to a patient's electronic health record (EHR) and contains their most current medical and dental information via a secure website. It connects the patient to their clinic or hospital's health care team and is available anytime, anywhere with internet access. It provides a complete view of a patient's, and their family's, health records.

2. How will patients benefit from the MHS GENESIS Patient Portal?

The MHS GENESIS Patient Portal securely connects a patient with their health care team and empowers them to become the driver of their health care. With the MHS GENESIS Patient Portal, a patient can:

- Manage primary care medical and dental appointments
- Review clinical notes, lab, and test results
- Request prescription renewals
 - Renewals occur when a prescription has no refills left, or has expired, and the patient needs to continue taking the medication (in this case, military treatment facility (MTF) staff evaluate and create a new prescription, if appropriate)
 - New prescription renewals are done only through MHS GENESIS
- Exchange secure messages with their health care team
- Monitor health information and view their portal profile
- Complete a pre-visit, dental health history questionnaire online
- Look up high-quality, provider-approved health information related to health issues, lab results, and medications

3. How do patients access the MHS GENESIS Patient Portal?

Once a patient has a health record in MHS GENESIS (used by providers and available only to sites with the new EHR), he or she can access the Patient Portal account using their DS Logon username and password. The patient must have a DS Logon Premium (Level 2) account to view their MHS GENESIS health record. If the patient has an existing DS Logon account, he or she will need to upgrade their account to Premium (Level 2). For upgrade and/or password assistance, visit <https://myaccess.dmdc.osd.mil/identitymanagement/help.do>

4. Is the MHS GENESIS Patient Portal available worldwide?

Yes, patients can access the MHS GENESIS Patient Portal anywhere in the world, 24 hours a day, 7 days a week, on the electronic device of their choice.

5. When will a patient health record be available in the MHS GENESIS Patient Portal?

The patient health record in the MHS GENESIS Patient Portal will be available when a hospital or clinic switches to MHS GENESIS. Patients should ask their provider for more information on when the new Patient Portal will be available.



6. Is the MHS GENESIS Patient Portal secure?

Yes, the MHS GENESIS Patient Portal is secure. It is protected by encryption technology and meets strict Department of Defense cybersecurity standards. Patients and their authorized family members can safely view health care information online.