



# Intro to MHS GENESIS

## Town Hall

29 August 2023

#genesisof**GENESIS**

# What is MHS GENESIS ?



MHS GENESIS is the Military Health System's new electronic health record. When fully deployed, MHS GENESIS will provide a single health record for service members, veterans, and their families.

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 new patient portal is launching at sites as MHS GENESIS deploys, replacing the TRICARE Online Secure Patient Portal.



# Where is MHS GENESIS ? (Jun 2023)



## MHS GENESIS Current Operations As of Waves WALTER REED/BELVOIR Go-Live

### DOD Deployment 81% Complete...

Total Locations Preparing  
**622**

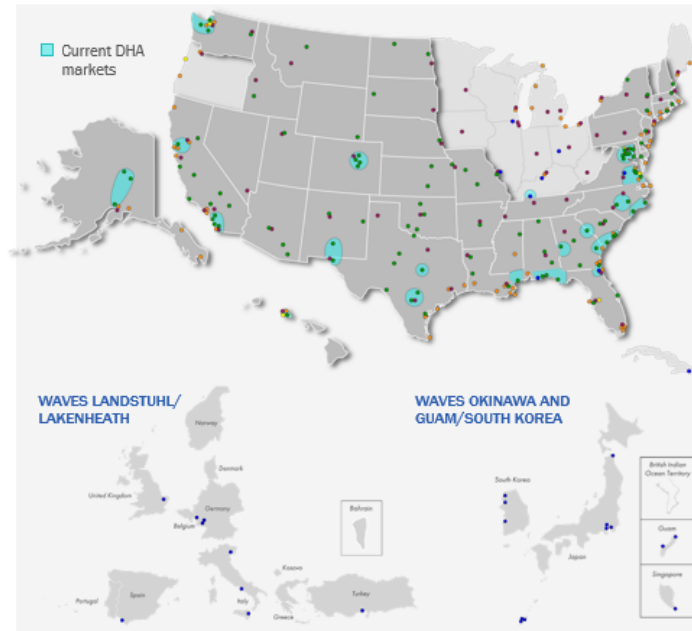
Total Users Preparing  
**22,207** as of Feb 22, 2022

### Current Operations by the Numbers...

DOD MTF Commands  
**112**

Provisioned MHS GENESIS Users  
**154K**

Beneficiaries Served  
**6.6M of 9.6M**



### Deployment Waves Completed

- IOC SITES (2017)
- WAVE TRAVIS SITES (2019)
- WAVE NELLIS SITES (2020)
- WAVE PENDLETON SITES (2020)
- WAVE SAN DIEGO SITES (2021)
- WAVE CARSON+ SITES (2021)
- WAVE TRIPLER SITES (2021)
- WAVE BAMC SITES (2022)
- WAVE LACKLAND SITES (2022)
- WAVE BRAGG SITES (2022)
- WAVE HOOD SITES (2022)
- WAVE BEAUMONT SITES (2022)
- WAVE GORDON SITES (2022)
- WAVE EGLIN SITES (2022)
- WAVE JACKSONVILLE SITES (2022)
- WAVE DRUM (2023)
- WAVE PORTSMOUTH (2023)
- WAVE WALTER REED (2023)
- WAVE BELVOIR (2023)

- USCG PILOT SITES (2020)
- USCG PACIFIC SITES (2021)
- USCG ATLANTIC SITES (2021)

### USMEPCOM SITES (2022)

- WAVE WRIGHT-PATTERSON (2023)
- WAVE LANDSTUHL (2023)
- WAVE LAKENHEATH (2023)
- WAVE GUAM/SOUTH KOREA (2023)
- WAVE OKINAWA (2023)
- WAVE NOAA (2023)



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# What MHS GENESIS Brings to Beneficiary



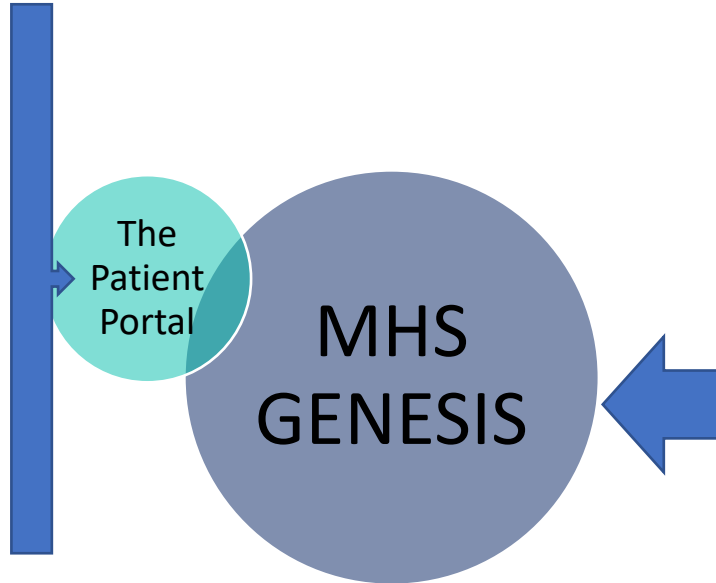
- MHS GENESIS will replace a myriad of legacy healthcare systems
- MHS GENESIS supports the availability of electronic health records for more than 9.6 million potential DoD beneficiaries, and 205,000 Military Health System personnel globally
- MHS GENESIS creates a standardized system of care across the entire Military Health System
- MHS GENESIS has been deploying via a wave model that began in the Pacific Northwest in 2017, and will continue through October 2023.



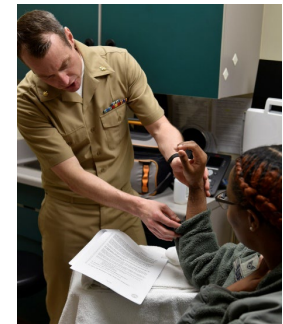
# MHS GENESIS & The Patient Portal



- Active Duty Service members
- Dependents
- Guard (on drill or activated)
- Reservists (activated)
- Retirees



- End Users  
(Providers/Nurses/ Techs)
- Other MTF staff





# As a Beneficiary, what will the Impacts be?



**Challenges we'll face until we get back to our baseline ---**

**Getting back to our baseline / pre-Go-Live status may take 3-6 months**

## Appointments

- **Less Appointments Available (Up to 25% reduction in October, 50% reduction in November, 25% reduction in December, back to normal capacity in January)**
- **Less military-specific appointments (PHAs (periodic health assessments))**
- **Longer wait times for walk-in services (Hearing, Immunizations, etc)**
- **Duration of patient / provider consults may be longer**

## Patient Portal

- **Appointment tool (Go-live dates determined locally)**
- **Technical issues w/ understanding a new system**



# Pharmacy Impacts



- Longer wait times at pharmacy are possible as staff works with the new system
- At the discretion of pharmacy, early refills will be authorized for non-controlled medications starting 2 OCT for medications due to be refilled 2 OCT – 30 NOV. Call 263-4475 or 263-4495 or come to the pharmacy in person to get those refills
- Pharmacy refills are not available through MHS GENESIS portal yet so please utilize early refills to prevent any delays in care
- Renewal requests will eventually be available through the MHS GENESIS portal
- Contact the pharmacy if you have any concerns about medications during the transition



# The Cut-over from Tricare Online Patient Portal to the MHS GENESIS Patient Portal

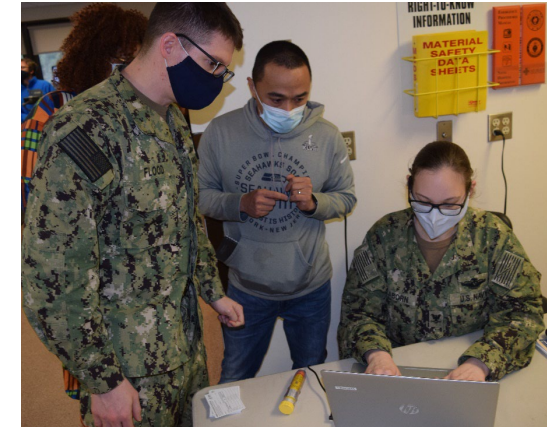


## Tricare Online Patient Portal APPOINTING ability

- Turns off 7 days prior to MHS GENESIS Go-Live (Oct 21<sup>st</sup>)

## TOL Patient Portal Prescription

- Turns off two (2) days prior to MHS GENESIS Go-Live (Oct 26<sup>th</sup>)



## SECURE MESSAGING may also be impacted during Go-Live

MHS GENESIS typically deploys on a Saturday, with the bulk of beneficiaries engaging the following Monday



# To Prepare - Beneficiaries should...



- Ensure their [DEERS information](#) to update
  - Ensure EMAIL is current
  - Ensure PHONE NUMBER is correct
  - Ensure dependents are correct
  - Check all other information
  - Current Duty Station
- Attain a [DS Logon Account](#)
- Attain military-specific appointments (flight-physicals / PHAs & end-of-service physicals) **NOW**—well in advance of Go-Live
- Print **MEDICAL REFERRALS** from Tricare Online prior to Go-Live
- Understand that this is a **NEW** system for both beneficiaries and providers alike

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milConnect  
Serving those who serve our country.

Now User? Start Here

Sign In

FAQ

Search

- **milConnect Scheduled Maintenance:** Please be aware that on Friday, 6th May 2022 milConnect will not be accessible due to scheduled maintenance. The outage is expected to last from 3:00PM EST until 10:00PM EST.
- **Civilian employees:** To update your COVID vaccination status, visit the [eCorrespondence page](#) and select the Vaccination Certification tab. At this time, DoD Contractors cannot self-attest their COVID vaccination status in milConnect.
- **Civilian Supervisors:** You can now validate your employees' vaccination status on the [eCorrespondence page](#).

I want to...

- Update COVID Vaccination Status
- Update my account
- Update my education benefits
- Update
- View my health care coverage
- Obtain

**ATTENTION!**  
All Users

**STOP! Read below BEFORE you log into DS Logon.**

**READ THE FAQ:** The updated FAQs located in Need Support? below, contain information on the new DS Logon processes. You will need very specific items BEFORE you begin the process of remote proofing to create an account or reset a password.

**IMPORTANT MESSAGE RE LOG-OUT PERIODS:** If you receive a message you are locked out for 30-minutes due to too many attempts to enter your username, PIN, or 30-days due to too many remote proofing attempts, you must wait as advised. If you have been locked or advised it takes time to proof your identity, you must wait 30-days. The DMDC Call Center cannot assist with verifying your ability to remote proof on the task occurs on the call center site. If you have a CAC, you can use that credential to log in. Or if you are a dependent of a sponsor with a CAC, the sponsor can help create your account within DS Logon. Please see FAQs below located in Need Support? for additional details.

**PROOFING YOUR IDENTITY:** Only U.S. documents/IDs are accepted. Your ID cannot be expired. Your data center has the key to verify the following: Military ID cards, NationalID cards, PIN card or Foreign issued documents/IDs. If you have a dependent military ID, please see the supporting documents for alternative to remote proofing.

**CLOSE YOUR BROWSER AND ALL OPEN TABS:** After logging DS Logon or one of our partner sites, CLOSE your browser window AND all open tabs to protect your information and privacy. If you choose not to close your browser and all open tabs, this can create issues related to your PRIVATE HEALTH and BENEFIT INFORMATION.

Dismiss

DS Logon CAC

Username

Password

Forgot Username? Forgot Password?

You can also:

- Create Account
- Affiliate Account
- Merge Account
- Need Support?

**Alert**

We do not intend contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, change questions). If you think you received personal or sensitive information in response to a fraudulent email, website or phone call, be sure to change your password and change questions immediately.

[Create DS Logon Account](#)

# What are some of the Benefits ?



## One Integrated Electronic Health Record (EHR) System

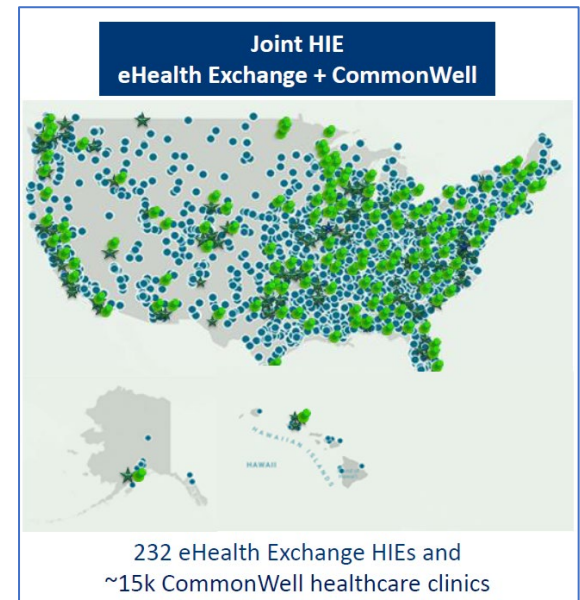
- From basic training to retirement, and into the VA – it's the same record
- Records travel to next duty station (no more paper records)
- Same EHR for all military branches of service and at all bases
- Access to Joint Health Information Exchanges (sharing of medical information with select civilian providers)

## Patient Portal

- 24/7 Access to your Electronic Health Record
- Exchange Secure Messaging with your care team
- Make On-Line Appointments
- View laboratory and test results
- Fill out forms on Clipboard
- Research health information on Health Library

## Joint Longitudinal Viewer

- Provides access to Legacy medical document for providers



# How do I access my health records? - via Common Access Card or DS Logon



<https://myaccess.dmdc.osd.mil/identitymanagement/app/login>

## Common Access Card (CAC)

DS Logon CAC

Username

Password

Login

[Forgot Username?](#) [Forgot Password?](#)

You can also:

[Create Account](#) [Activate Account](#) [Manage Account](#) [Need Support?](#)

**Alert**

We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.

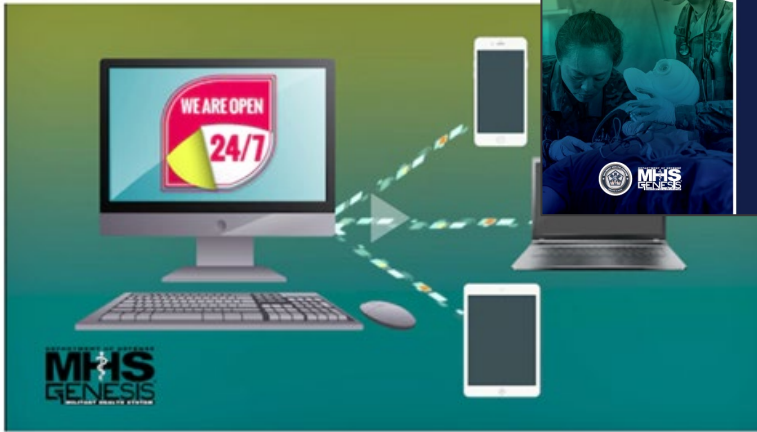




# Where can I learn more about MHS GENESIS ? - [www.Health.mil/MHSGENESIS](http://www.Health.mil/MHSGENESIS)



## What is MHS Genesis Patient Portal?



### MILITARY HEALTH SYSTEM MHS GENESIS

MHS GENESIS is the new, modern electronic health record (EHR) for the Department of Defense.

The EHR will launch at military hospitals and clinics in complete waves through 2023. When deployment is complete, it will provide a single record of care throughout your military service. MHS GENESIS integrates inpatient, outpatient, and dental records. Benefits of the EHR:

- Seamless secure messaging with providers
- Access to medical records through a new patient
- Improved communication with military hospitals, clinics, as well as the Department of Veterans Affairs and civilian providers

To learn more about MHS GENESIS and when it's on way, visit [health.mil/mhsgenesis](http://health.mil/mhsgenesis)

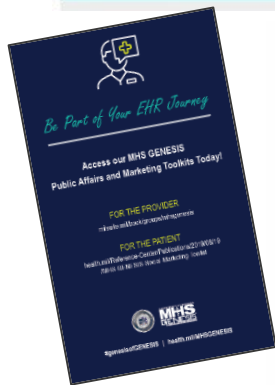
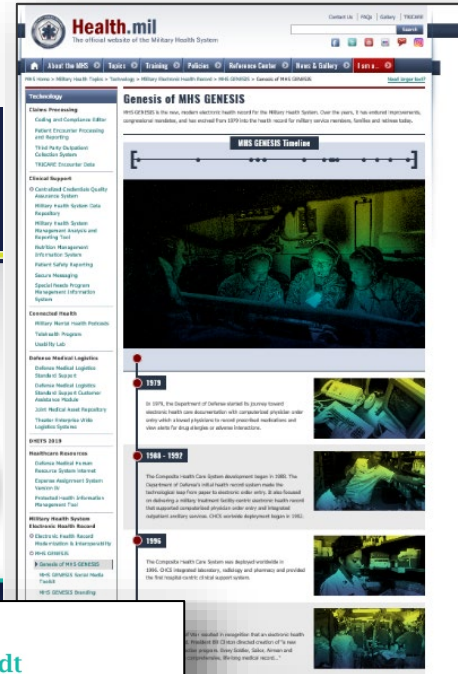
### MILITARY HEALTH SYSTEM MHS GENESIS Patient Portal

The Military Health System's new MHS GENESIS Patient Portal, allows patients to:

- Monitor your health information
- See laboratory and test results
- Exchange secure messages with your care team
- Update your patient portal
- Make appointments

The MHS GENESIS Patient Portal is available where the new electronic health record is in use.

To access the new MHS GENESIS Patient Portal, visit [patientportal.mhsgenesis.health.mil](http://patientportal.mhsgenesis.health.mil).



### MILITARY HEALTH SYSTEM MHS GENESIS Patient Portal

A new way to manage your health

You can view and download your personal health information.

To access your MHS GENESIS patient portal, visit: <https://patientportal.mhsgenesis.health.mil>

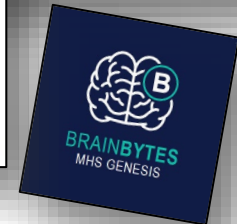
To learn more, visit [TRICARE.mil/patientportal](http://TRICARE.mil/patientportal)

**DON'T TAKE OUR WORD FOR IT, ASK:**  
**Col. Thomas Bundt**

"MHS GENESIS is not just a new electronic health record. It is an entirely new system for healthcare service and delivery."

*Col. Thomas Bundt, USA*  
Madigan Army Medical Center Commander  
Madigan

#genisisoGENESIS





# MHS GENESIS on Social Media



 **Defense Health Agency** @DoD\_DHA · Jun 6

#TBT: Hey docs...Remember when you dictated all your patient notes?

The Defense Health Agency's new electronic health record will let you toss those voice recorders for good!

[health.mil/MHSGENESIS](https://health.mil/MHSGENESIS)  
#genesisofGENESIS  
#MHSGENESIS



 **Defense Health Agency** @DoD\_DHA · Jun 20

#TBT: Are you tired of moving from one military treatment facility to another just to start all over again?

#MHSGENESIS is the next-generation health record that will help standardize processes at all military treatment facilities.

[health.mil/MHSGENESIS](https://health.mil/MHSGENESIS)  
#genesisofGENESIS



# MHS GENESIS on DVIDS

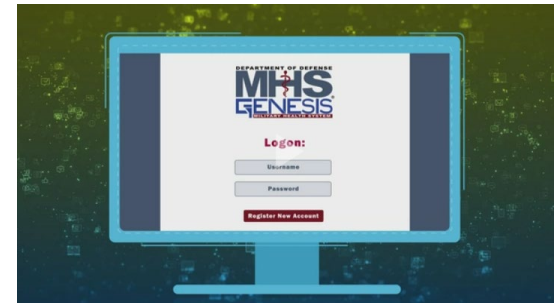
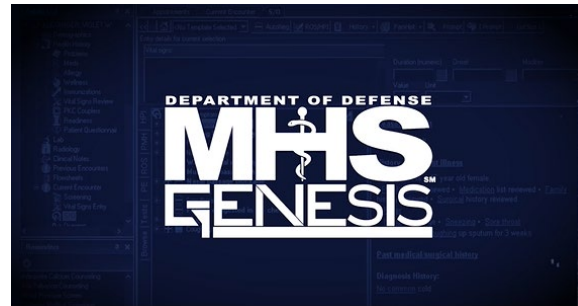
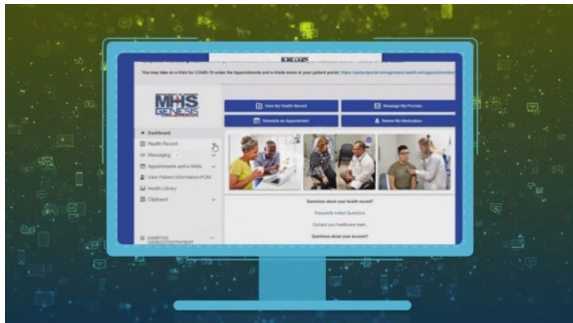
<https://www.dvidshub.net/>



[What is MHS GENESIS Patient Portal?](#)

[DS Logon](#)

[MHS GENESIS Relocating](#)



[Technical support for MHS GENESIS](#)

[genesis of GENESIS](#)

[Importance of Updating DEERS](#)

# MHS GENESIS – QR Codes



## MHS GENESIS @ Health.mil



<https://www.health.mil/Military-Health-Topics/MHS-Transformation/MHS-GENESIS>

## DS Logon



<https://myaccess.dmdc.osd.mil/identitymanagement/authentication.do?execution=e1s1>



# When do WE Go-Live !



## BG Crawford F. Sams Army Health Clinic Go-Live: Oct 28, 2023



at





# Vision for the Future





# Transition