



KELLER ARMY COMMUNITY HOSPITAL



Defense Health Agency's West Point Market

MILITARY HEALTH SYSTEM MHS GENESIS

COMING TO WEST POINT – JANUARY 21, 2023

MHS GENESIS is the new electronic health record for the Military Health System (MHS). It integrates inpatient and outpatient electronic health records across the continuum of care from the point of injury to the military treatment facility. MHS GENESIS is integral in the provision and coordination of safe, quality care. SSO West Point/Keller Army Community Hospital will transition to MHS GENESIS on January 21, 2023.

You can find more information on MHS GENESIS at <https://www.health.mil/MHSGENESIS>.

SSO West Point will provide updated information on our internet page at <https://keller.tricare.mil/Patient-Resources/MHS-GENESIS-Info>.

How does this affect your access to health care?

As we transition to the new system, our providers and staff will need time to adjust to the new workflows, procedures, and processes. During this time, you can expect to experience:

- Longer appointment times
- Increased pharmacy wait times
- Reduced appointment availability
- Increased wait times for laboratory and radiology results

How will MHS GENESIS improve your overall experience?

MHS GENESIS allows you to securely access your electronic health records 24/7 and exchange messages with your military health care team when and where it's convenient for your schedule.

It provides more efficient management of chronic, complex, and time-sensitive health conditions; provides automated, real-time clinical decision support for healthcare teams; and increases patient engagement capabilities that allow patients to communicate directly with providers.

How do I access the MHS GENESIS Patient Portal?

To access the MHS GENESIS Patient Portal, visit <https://patientportal.mhsgenesis.health.mil> or scan the QR code. If you do not have a common access card (CAC), you will need to create a free DS Logon to access the Patient Portal. Follow the link to set up an account and once created, select "Upgrade to Premium Account" to view your health records.

NOTE: Full Patient Portal access won't be available until January 21, 2023.





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What can I do within the MHS GENESIS Patient Portal?

- Manage primary care medical and dental appointments
- Review clinical notes, referrals, and lab and test results
- Request prescription renewals
- Exchange secure messages with your healthcare team
- Monitor health information and view your portal profile
- Complete a pre-visit, dental history questionnaire online
- Look up high-quality, provider-approved health information related to health issues, lab results, and medications

Where can I get DS Logon help?

- Go to the MilConnect website at <https://milconnect.dmdc.osd.mil/milconnect/>
- Contact the Defense Manpower Data Center at 1-800-538-9552

Where can I get MHS GENESIS help?

- For support relating to MHS GENESIS, please contact the Global Support Center (GSC) at 1-800-600-9332.

Patient Portal DS Logon

To register for and access the MHS GENESIS Patient Portal, visit

<https://patientportal.mhsgenesis.health.mil>

- If you do not have a common access card (CAC), you will need to create a DS Logon account to access the MHS GENESIS Patient Portal.
- To ensure MHS GENESIS can confirm your identity and provide the highest level of cyber security and safeguards of your health information, you will be required to complete a brief verification process. You will be provided 3 minutes to complete a 4-question quiz to verify your identity. Responses may include providing your DoD ID number (found on your military ID Card), and some personal information including financial questions, past addresses, etc.
- You will create your MHS GENESIS Patient Portal password in the online registration process. A new password will need to be created every **180 days**.
- Once you have successfully created your DS Logon, click on **“Upgrade To Premium Account”** to upgrade your account to Premium Access to view your health information.
- For help on how to sign up for the MHS GENESIS Patient Portal please call **800-600-9332**.