

Fairchild Air Force Base (AFB) Initial Operating Capability (IOC) Launch Site Only

MHS GENESIS Patient Portal

MHS GENESIS is the name of the new electronic health record for the Military Health System (MHS). It will provide enhanced, secure technology to manage your health information.

MHS GENESIS will provide your care team with a complete electronic view of your and your family's health records, including medical and dental information in one record, and a link to information on care provided at other military hospitals and clinics. This means less paperwork and a lower risk of inaccurate information.

Along with the new electronic health record, the MHS GENESIS Patient Portal will launch 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.

MHS GENESIS Patient Portal FAQs

Q1: What is the MHS GENESIS Patient Portal?

A1: MHS GENESIS Patient Portal is a secure website where you can access your current medical and active duty dental health records, manage appointments, and exchange messages with your healthcare team.

Q2: How does the MHS GENESIS Patient Portal work?

A2: The MHS GENESIS Patient Portal function is very similar to TRICARE Online (TOL)/RelayHealth.

Q3: What are the MHS GENESIS Patient Portal benefits?

A3: Through the MHS GENESIS Patient Portal, you can:

- Manage medical and active duty dental appointments for yourself and your dependents' medical appointments
- Review clinical notes and certain lab or test results
- Request prescription renewals
- Exchange secure messages with your healthcare team
- Monitor your health information and view your portal profile
- Complete a pre-visit, active duty dental health history questionnaire online
- Review current health information
- View, download, transmit and print health data
- Receive alerts from the MHS GENESIS Patient Portal to schedule wellness exams and preventive screens, as well as links to helpful health education

Q4: Where is the MHS GENESIS Patient Portal available?

A4: Fairchild Air Force Base beneficiaries and MTF staff will have access to the MHS GENESIS Patient Portal beginning February 7, 2017. Other locations will be announced when available.

Q5: How does the MHS GENESIS Patient Portal work with TOL?

A5: The MHS GENESIS Patient Portal replaces TOL at MHS GENESIS site locations. However, you will maintain access to your healthcare information from previous electronic health record encounters via TOL Blue Button.

- **Prescription Refills**
 - To refill prescriptions, you can continue to call the Fairchild AFB Pharmacy Refill line at 509-247-5567.
- **Prescription Renewals**
 - You should access the MHS GENESIS Patient Portal to send a message to your healthcare team requesting prescription renewals.
- **Non-MHS GENESIS Sites**
 - Once you move to a new location/MTF that has not implemented MHS GENESIS, you will resume use of RelayHealth or TOL.

Q6: How do I access the MHS GENESIS Patient Portal?

A6: The steps to follow for accessing your MHS GENESIS Patient Portal are:

- Beneficiaries will login to the MHS GENESIS Patient Portal using their DS Logon Username and Password. Premium Access (Level 2) is required to view the health record. Beneficiaries with existing DS Logon accounts will need to upgrade their account to Premium. A link to the “My Access Center” will be available on the MHS GENESIS Patient Portal landing page to direct patients on how to obtain their DSL credentials
- Save the new MHS GENESIS Patient Portal location: <https://patientportal.mhsgenesis.health.mil>
- Information for your medical care will begin to and build overtime as you visit each MHS GENESIS site
- Know your username and password
- Login with a DS Premium Level II Logon
- Defense Manpower Data Center (DMDC) Governs Access and Authentication
- My Access Center is a self-service Department of Defense application from which beneficiaries can set up their access privileges
- Visit the My Access Center’s Help Center webpage for assistance on creating or upgrading a DS Logon account: <https://myaccess.dmdc.osd.mil/identitymanagement/help.do>

Q7: Who is eligible to access the MHS GENESIS Patient Portal?

A7: The following are eligible for MHS GENESIS Patient Portal access:

- Ages 0-12: For beneficiaries between the ages of 0-12, the parents or guardians are granted access to their child’s MHS GENESIS Patient Portal account
- Ages 13-17: Beneficiaries between the ages of 13-17 at the IOC sites do not have access until allowed by DS Logon
- Ages 18+: For beneficiaries ages 18 and up, access is available with a DS Logon Premium Account
- National Guard/ Reserve/ Retired Service members maintain access to their MHS GENESIS Patient Portal via their DS Logon
- Separated but not retired: Service members who have ended their military service, but not before becoming eligible for retirement, are allowed a grace period of six months to maintain their DS Logon and therefore access to the MHS GENESIS Patient Portal
- Deceased: The MHS GENESIS Patient Portal account of a deceased service member is inactive. However, family members who were granted proxy access will still have access to the MHS GENESIS Patient Portal