

# How do I access the *Patient Portal?*

Once your hospital or clinic deploys the new electronic health record, you will be able to access the MHS GENESIS Patient Portal, visit [patientportal.mhsgenesis.health.mil](https://patientportal.mhsgenesis.health.mil). Beneficiaries can log in using their DS Logon.

For questions regarding the DS Logon, visit [www.dmdc.osd.mil/milconnect](https://www.dmdc.osd.mil/milconnect) or contact the Global Support Center at 1-800-538-9552.

# How can I prepare for this transition?

## *5 Steps to Prepare:*

- Make routine appointments far in advance
- Verify information in DEERS
- Create a DS Logon Account  
<https://myaccess.dmdc.osd.mil>
- Request Prescription Refills in advance
- Print Current Medical Referrals



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



Patient Portal  
via DMDC

## Patient Support Numbers

NCR Market Appointment Line: 855-227-6331

MHS Nurse Advice Line: 800-874-2273

Kimbrough Patient Advocate: 301-677-8836

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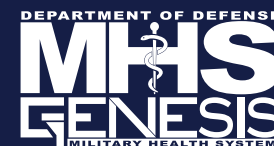
# MILITARY HEALTH SYSTEM **MHS GENESIS**



# *Patient Portal*

For more information, visit [health.mil/MHSGENESIS](https://health.mil/MHSGENESIS)

Military Health System  
7700 Arlington Boulevard  
Falls Church, VA 22042  
[www.health.mil/MHSGENESIS](https://www.health.mil/MHSGENESIS)



# What is *MHS GENESIS?*

MHS GENESIS is the new electronic health record (EHR) for the Military Health System. It is the single, continuous record of care that will support the provision and coordination of care for 9.6 million TRICARE (i.e., service members, retirees, and family members) beneficiaries worldwide. Full deployment of MHS GENESIS, in all military hospitals and clinics, is expected to be complete by 2023.



# What does the *Patient Portal* offer?

The MHS GENESIS Patient Portal is a secure website for 24/7 access to your health records from any internet connected device. It allows you to:



**Review** your health record



**Securely send** messages and documents to your care team



**Request** prescription renewals



**Book** an appointment



**Fill** out forms before your appointments



**Access** educational content



**Complete** an eVisit



# How do I access the *Patient Portal?*

There are two ways to access the MHS GENESIS Patient Portal, first visit [patientportal.mhsgenesis.health.mil](https://patientportal.mhsgenesis.health.mil). Once there, there are two options – enter via a DS Logon Account, or with a Common Access Card (CAC).

For questions regarding DS Logon, visit: <https://milconnect.dmdc.osd.mil/milconnect/>, or call 800-538-9552

For questions about the Patient Portal, visit: <https://gsc.health.mil>, or call 800-600-9332