



MILITARY HEALTH SYSTEM MHS GENESIS

Steps to Prepare



COMING TO KIMBROUGH MARCH 25

Beginning March 25, Kimbrough Ambulatory Care Center will transition to our new electronic health record (EHR), MHS GENESIS. Patients can expect to see a temporary increase in wait times and reduction in available appointments. Patients can take steps to prepare for the MHS GENESIS implementation, to include:

Update Your Information in DEERS

Ensure your email is current and the information on your dependents is correct. Check all other information.

Register for Access to the MHS GENESIS Patient Portal / Create DS Logon Account

MHS GENESIS Patient Portal will be replacing TRICARE Online and the TRICARE Patient Portal. To access the MHS GENESIS Patient Portal, visit <https://myaccess.dmdc.osd.mil> or scan the top QR code. Information you enter to create a DS Logon account must match information in DEERS. **Please note:** The system will randomly select one of three methods for you to verify your identity: Type select digits of a credit card or loan and pass a knowledge-based quiz, Upload documents, pass a knowledge-based quiz and document upload. **CAC holders do not need to remote proof AND can request a DS Logon account for dependents** who are listed in DEERS. Dependents don't need to remote proof if a DS Logon account is requested by a CAC holder. For help with DS Logon Patient Portal activation, call 800-368-3665, or scan the bottom QR code to access a guide available at: <https://kimbrough.tricare.mil/MHSGENESIS-Resources>

Make Routine Appointments Early

During the transition to the new EHR, you can expect extended time with your provider, reduced appointment availability, and extended wait times between checking-in and seeing your provider. **TRICARE Online appointing ability will not be available after March 17.**

Request Prescription Refills

If your refill prescription is scheduled to run out in March or April 2023, we recommend requesting an early refill through our AudioCare refill phone line at 800-377-1723. This applies to any non-controlled prescriptions that have been at least 50% used. **TRICARE Online and AudioCare refill line will not be available after March 23.** For urgent refill needs Mar. 23-25 please call 301-677-8800, opt. 4. AudioCare refill line will be available after March 25 to request prescription refills.

Print any Medical Referrals

If you receive a referral now and it is valid past the switch to MHS GENESIS, keep a hard copy of your referral.

Patient Portal access here:



Available via CAC or DS Logon

Access MHS GENESIS brochures, guides & other helpful resources



For more information, visit health.mil/MHSGENESIS