

# MILITARY HEALTH SYSTEM MHS GENESIS

## *Patient Portal Eligibility*

### IMPORTANT INFORMATION REGARDING PATIENT PORTAL ELIGIBILITY AND ADULT PROXIES

- Access to Patient Portal information is dependent on DMDC DS Logon permissions.
- Beneficiaries may grant permission to family members for access to medical information, by going to Managing Relationships in DS Logon via <https://www.dmdc.osd.mil/identitymanagement/app/login>
- The Department of Defense allows proxy access for situations where the beneficiary cannot access or provide consent for access. Legal documentation is required. See the DS Logon Frequently Asked Questions for additional information.

### ACCESSING MEDICAL RECORDS

- Beneficiaries may access their and their family members' medical records via the Patient Portal, subject to DS Logon permissions.
- Beneficiaries may visit their military hospital or clinic and request the records in person.
- Beneficiaries may coordinate with their military hospital or clinic to submit a request via postal mail or email.

### FOR FURTHER ASSISTANCE PLEASE CONTACT:

Member Services/BCAC Office

Phone: 301-319-4632

Fax: 301-400-2190

Email: [dha.bethesda.ha-support.list.wrnm-epro@mail.mil](mailto:dha.bethesda.ha-support.list.wrnm-epro@mail.mil)

### *PATIENT PORTAL PERMISSIONS*

- **Ages 18+:** If eligible, may create their own DS Logon account and be able to access the Patient Portal.
- **Ages 0-12:** Only sponsors, parents, or guardians (Proxies) are granted access to a child's records.
- **Ages 13-17:** Only sponsors, parents, or guardians are granted access to a limited set of the teenager's records such as appointments, secure messages, immunizations, and allergy information. Sensitive clinical information is restricted from view in accordance with State Laws and the Health Insurance Portability and Accountability Act (HIPAA).
- **Beneficiaries with special health care needs:** Proxies may be granted access in accordance with DOD guidelines.
- **Active Duty/National Guard/Reserve:** May access the Patient Portal with a valid DS Logon account.
- **Retirees:** May access the Patient Portal with a valid DS Logon account.
- **Veterans with a continuing affiliation to the DOD:** May access the Patient Portal with a valid DS Logon account.



Last updated on November 2023

To learn more about MHS GENESIS, visit  
[www.health.mil/MHSGENESIS](http://www.health.mil/MHSGENESIS)