

Important Information for All Beneficiaries



Your military treatment facility (MTF) is transitioning to MHS GENESIS. Read below to find out how this will affect you as a patient in the National Capital Region Market.

What is MHS GENESIS?

MHS GENESIS is the new electronic health record (EHR) for the Military Health System (MHS). Once deployed at all military hospitals and clinics, you'll be able to access your health records from any military hospital or clinic anywhere, any time.

When will MHS GENESIS be ready at my MTF?

MHS GENESIS will go live at your MTF in the Spring of 2023, along with the other MTFs in the National Capital Region Market (NCR Market).

Why are you telling me now?

Transitioning to a new EHR is a long and complex process. Your providers and clinical staff need time now to learn new workflows and procedures before MHS GENESIS goes live at your MTF. They'll also need time to put those new workflows and procedures into practice after MHS GENESIS goes live.

To continue to provide you with safe, quality care during this transition, you may experience the following delays:

- Extended wait times when scheduling appointments
- Extended wait times after checking-in
- Extended time with your provider
- Increased wait times at the pharmacy
- Increased wait times for lab and radiology results

Is there anything I should do?

Request medication refills and renewals well in advance, and make appointments early for expected health care. This will ensure you have your medications when needed, and you stay on track with routine appointments, well-check exams, and health screenings.

Before MHS GENESIS goes live, you'll also need to:

- **Verify your information in DEERS. Learn more at tricare.mil/deers**
- **Get a DS Logon Account at myaccess.dmdc.osd.mil**

Tell me more about MHS GENESIS.

MHS GENESIS provides:

- Efficient management of chronic, complex, and time-sensitive health conditions
- Real-time decision support for health care teams
- Better ways to communicate with your providers using the MHS GENESIS Patient Portal

What is the MHS GENESIS Patient Portal?

The MHS GENESIS Patient Portal is a secure website available 24/7 that lets you:

- View your health record
- Schedule appointments
- Complete pre-visit questionnaires
- Request prescription renewals
- See lab and radiology results
- Communicate with your providers
- Access a health information library



The MHS GENESIS Patient Portal will replace the TRICARE Online Patient Portal.

Patient Support Numbers:

NCR Market Appointment Line: 855-227-6331

MHS Nurse Advice Line: 800-874-2273

For more information, visit: health.mil/MHSGENESIS