



MILITARY HEALTH SYSTEM MHS GENESIS



Information for Dunham Health System Beneficiaries

COMING TO THE DUNHAM HEALTH SYSTEM **MARCH 27, 2023**

MHS GENESIS is the new electronic health record for the Military Health System (MHS). It integrates inpatient and outpatient electronic health records across the continuum of care from the point of injury to the military treatment facility. MHS GENESIS is integral in the provision and coordination of safe, quality care.

How does this affect your access to health care?

As we transition to the new electronic health record system, our providers and staff will need time to adjust to the new work flows, procedures, and processes. **We slowed down our operations to ensure safe patient care is maintained during this transition. Please expect delays.**

During this time, you can expect to experience:

- Week of 27 March - closing at 1530
- Longer appointment times
- Reduced appointment availability
- Increased wait times for Pharmacy
- Paper scripts for Pharmacy - drop off 48 hrs prior (Consider changing script to "electronic" script)
- Increased wait times for Lab & Radiology results
- Paper scripts for Lab will add 30 min delay

5 Steps to Prepare:

- Make routine appointments early
- Verify information in DEERS
- Get a DS Logon
- Request Prescription Refills
- Print any Medical Referrals



How will MHS GENESIS improve your overall experience?

MHS GENESIS allows YOU to securely access your electronic health records 24/7 and exchange messages with your military health care team when and where it's convenient for your schedule. It provides more efficient management of chronic, complex, and time-sensitive health conditions; provides automated, real-time clinical decision support for health care teams; and increases patient engagement capabilities that allow patients to communicate directly with providers.

How do I access the MHS GENESIS Patient Portal?

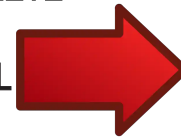
To access the MHS GENESIS Patient Portal, visit

<https://patientportal.mhsgenesis.health.mil> or *scan the QR code.* PATIENT PORTAL

PLEASE COMPLETE

LOG IN FOR

PATIENT PORTAL



What can I do within the MHS GENESIS Patient Portal?



- Manage primary care medical and dental appointments
- Review clinical notes, referrals, and lab and test results
- Request prescription renewals
- Exchange secure messages with your health care team
- Monitor health information and view your portal profile
- Complete a pre-visit, dental health history questionnaire online
- Look up high-quality, provider-approved health information related to health issues, lab results, and medications

Patient Support Numbers:

- Appt. line: 717-245-3400
- Patient Advocate: 717-245-3933
- Nurse Advice Line: 800-874-2273



For more information, visit health.mil/MHSGENESIS