

Important Pharmacy Information



Your military treatment facility (MTF) is transitioning to MHS GENESIS.
LET US HELP BETTER SERVE YOU.

What is MHS GENESIS?

MHS GENESIS is the new electronic health record (EHR) for the Military Health System (MHS).

When will MHS GENESIS be ready at my MTF?

MHS GENESIS will go live at all National Capital Region MTFs on March 25, 2023.

Why are you telling me now?

We expect a noticeable and significant increase in pharmacy wait times BEFORE, during and immediately after MHS GENESIS goes live. Transitioning to a new EHR is a long and complex process. Your pharmacy staff need time to learn and practice the new workflows and procedures. There are several ways you can assist us in reducing wait times and ensuring a smooth transition.

Request Refills in Advance

If your refill prescription is scheduled to run out in March or April 2023, consider requesting it early. Beginning February 25, 2023, you may request an early refill of non-controlled medications when you have used 50% or more of your current supply. Call our refill phone line at 1-800-377-1723 for assistance.

Activate New Prescriptions Before You Arrive

To activate your new prescription or renewal before you arrive at the Dunham pharmacy, text "Get in Line" to 1-833-556-3564 or scan this QR code:



Go Paperless

MHS GENESIS accepts all electronic prescriptions, including controlled substances. Provider can send to DoD Carlisle Dunham ePhcy. Call ahead 717-245-4606 option 2 to request processing. If not requested before 3/25/2023, providers will need to resend

Consider Alternatives

You may be able to get prescriptions delivered directly to your door! For more information on TRICARE Pharmacy Home Delivery, visit <https://www.tricare.mil/homedelivery>.

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
- 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. You will not be able to use the TRICARE Online Patient Portal to request prescription refills after MHS GENESIS go-live. However, AudioCare will still be available by phone at (800) 377-1723.

We appreciate your patience during this transition.

THANK YOU FOR GROWING WITH US!

For more information, visit: health.mil/MHSGENESIS