

## MHS Genesis Patient Portal FAQs

Womack Army Medical Center transition to MHS Genesis Patient Portal on 19 Mar 2022. The move from use of Tricare Online to MHS Genesis Patient Portal has created challenges in patient use. This guide is intended to address some of the commonly asked questions from Patient Portal.

1. Am I still able to use Tricare Online (TOL)?
  - Tricare Online is still active. The messaging component (TOL Secure Messaging) has been decommissioned.
2. How do I access MHS Genesis?
  - Visit <https://my.mhsgenesis.health.mil>
    - Sign up for DS Logon.
    - **NOTE: Your identity will be validated by pulling a soft inquiry on your credit report and is not used for any other purpose except to verify your identity on a one time basis.**
    - If you used TOL you should already have a DS Logon.

The screenshot displays the DS Logon website interface. At the top left is the DS Logon logo with the tagline "YOUR SELF-SERVICE SITE". A dark blue banner across the top contains the text "Frequently Asked Questions". Below this is a warning box with the following text:

**ATTENTION ALL USERS: PLEASE READ THE BELOW INFORMATION IN ITS ENTIRETY**

**ACTION NEEDED:** Phone Numbers can be updated by yourself by logging into your DS Logon account and going to "UPDATE CONTACT INFORMATION." This will take you to a screen to update your own phone number and email. Please ensure your phone (e.g., cell, landline) and email address is accurate as future security features will be enabled soon and you won't have access to your DS Logon account if the phone number is not one you can access.

**IMPORTANT:** After visiting DS Logon or one of our partner sites, CLOSE your browser window AND all open tabs. This will help protect your information and privacy. If you choose not to close your browser and all open tabs, this can enable third parties access to your PRIVATE HEALTH and BENEFIT INFORMATION.

Below the warning box are three tabs: "DS Logon" (selected), "CAC", and "DFAS". The main content area is titled "DS Logon" and contains a login form with the following elements:

- DS Logon Username input field
- DS Logon Password input field
- Show Password
- [Forgot Username?](#)
- [Forgot Password?](#)
- Login button

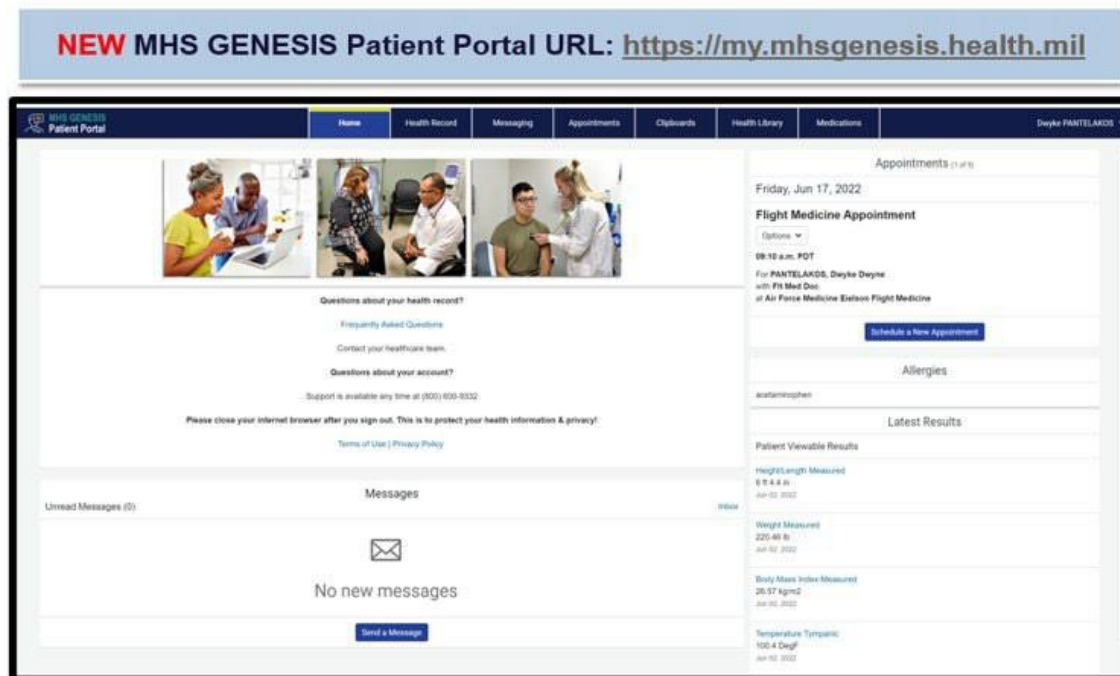
At the bottom left of the login area are three buttons:

- Need An Account?
- Activate My Account
- Upgrade To Premium Account

At the bottom of the page is a Phishing Alert box with a warning icon and the following text:

**Phishing Alert:** We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.

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3. Who is eligible for an Account?
  - You must be affiliated with the DoD or VA, and listed in the Defense Enrollment Eligibility Reporting System (DEERS) in one of the following roles to get a DSL account: Service Members (Active, Guard, Reservist, Retirees), Veterans; Eligible Family Members (over 18 years old); Spouses (current and former w/DoD Benefits); DoD Civilians and Contractors.
  
4. Why can't I see my children in the system?
  - Parents must sign up to serve as proxy for family members
    - Children age 0-17 only sponsors/guardians have access
    - Children 0-12 not granted online health record access per Children's Online Privacy Protection Act of 1998.
    - Children age 12-17 not granted online health record access per DS Logon Sensitive date "hides" clinical information for 12-17 year age patients from proxies. Only appointment, messaging, immunizations, and allergies are available to proxies.
  
5. How do I become a proxy for my family members?
  - There are several available options such as people who can act on YOUR behalf or people you can act on for THEIR behalf. Please note that whomever you give proxy rights to they will be able to see all clinical information.

You can manage your relationships by (see below)

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- Visit <https://myaccess.dmdc.osd.mil/>
- Change my account
- Log into DS Logon
- Change Relationships
- Add Relationships
- Select option that applies

The image displays two screenshots of the MHS Genesis patient portal interface.

**Left Screenshot: DS Logon Login Page**

- Header: MHS GENESIS logo and "Frequently Asked Questions" link.
- Section: "ATTENTION ALL USERS, PLEASE READ THE BELOW INFORMATION IN ITS ENTIRETY"
- Text: "ACTION MESSAGE: Please Patients can be notified by email if logging into your DS Logon account and going to 'UPDATE CONTACT INFORMATION'. This will take you to a screen to update your user profile number and email. Please ensure your phone (e.g., cell, landline) and email address is accurate as future security features will be enabled soon and you won't have access to your DS Logon account if the phone number is not one you can access."
- Text: "IMPORTANT: After visiting DS Logon on one of our partner sites, CLOSE your browser window AND all open tabs. This will help protect your information and privacy. If you choose not to close your browser and all open tabs, this can allow third parties access to your PRIVATE HEALTH AND BENEFIT INFORMATION."
- Form: "DS Logon" login form with fields for "DS Logon Username" and "DS Logon Password", and a "Log In" button.
- Buttons: "Reset My Account", "Activate My Account", "Upgrade to Premium Account", and "Change My Account" (highlighted with a red box and a yellow arrow).
- Warning: "Missing AMIC: We do not have contact with beneficiaries (as email or telephone) to request your personal (Phone, SSN, OCE) or sensitive DS Logon account information (username, password, challenge questions). If you have any personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately."

**Right Screenshot: DS Logon Profile Page**

- Header: "DS LOGON YOUR SELF-SERVICE SITE" and "Frequently Asked Questions Log Off" link.
- Profile: "Profile Website: Accepting DS LOGON"
- Welcome: "Welcome [Name]" and "You are currently logged on with: DS Logon DS Logon Account Level: Premium DS Logon Security Image Enabled: Yes"
- Buttons: "Change DS Logon Account" (Change Password, Change Challenge Questions, Deactivate My Account, Change Security Image), "Change Relationships" (highlighted with a red box and a yellow arrow), and "Change Contact Information".
- Address: "BREMERTON, WA 98312"
- Event History: "event history from 12/07/2021 to 01/06/2022"
- Filters: "From date" and "To date" (mm/dd/yyyy), "Load Events" button, "Last 30 Days" filter.
- Footer: "Show 10 entries" and "Search:" field.

**DS LOGON**  
YOUR SELF-SERVICE SITE

[Frequently Asked Questions](#) [Log Off](#)

## Manage Relationships

**People I Can Act On**

| Name | Relationship | Permission | Begin Date | End Date |
|------|--------------|------------|------------|----------|
|------|--------------|------------|------------|----------|

**People Who Can Act on My Behalf**

| Name                           | Relationship | Permission | Begin Date | End Date |
|--------------------------------|--------------|------------|------------|----------|
| <a href="#">Add Permission</a> |              |            |            |          |

**People My Spouse Can Act On**

| Name | Relationship | Permission | Begin Date | End Date |
|------|--------------|------------|------------|----------|
|------|--------------|------------|------------|----------|

[Finish](#)

6. Why can't I see my health records?
  - All data prior to 19 Mar 22 (MHS Genesis Go-Live date) can be accessed on Tricare Online.
  - All data post 19 Mar 22 will be in MHS Genesis patient Portal.
  
7. Fort Bragg is not showing up when I try to make an appointment?
  - Fort Bragg does not have booking capabilities online. We are working to provide relationship based online booking in the near future.
  - To schedule an appointment via telephone contact 910-907-APPT(2778)
  - To schedule an appointment request online. (see below)

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The screenshot displays the MHS Genesis Patient Portal interface. On the left is a navigation sidebar with options: Dashboard, Health Record, Messaging (1), Appointments and e-Visits, View Upcoming Appointments, Schedule a New Appointment, View Available e-Visits, View Patient Information/PCM, FAQs, and a user profile section for CHDRTWO and CHDRZZTESTPATIENT. The main content area is titled 'Schedule Appointment' and contains a dropdown menu labeled 'Choose a reason for your visit'. The dropdown list includes: 'Please select', 'Internal Medicine Appointment', 'Optometry Appointment', 'Pediatric Primary Care Appointment', 'Primary Care (Military, Family Medicine, Women's Health) Appointment', 'Request Appointment (Other) Online' (highlighted in blue), and 'Virtual Primary Care (Non Face to Face) Appointment'. A red arrow points from the highlighted option to a secondary form titled 'Request an Appointment'. This form contains several sections: 'Type of appointment' (Request Appointment (Other) Online), 'Send request to' (with a dropdown for 'Select a recipient'), 'When would you like to visit?' (radio buttons for 'First available' and 'Select a date range'), 'Which day do you prefer?' (checkboxes for Sun through Sat), 'What is your preferred time?' (text input with example 'Afternoon or 2:00pm'), 'Why is this appointment needed?' (text input), and 'If follow-up is needed regarding this appointment, how should we contact you?' (radio buttons for 'By secure message' and 'By phone (please provide number)') with an example phone number '(555) 555-5555' and a 'Send request' button.

## 8. How do I change my contact information?

- Contact information includes your address, email addresses or phone number(s). Family members can update contact information after they're registered in DEERS. <http://www.tricare.mil/DEERS>
- All other changes to personal information you will need to contact
  - DMDC/DEERS Support Office (DSO)
  - Toll-free: 1-800-538-9552
  - TTY/TTD: 1-866-363-2883
  - Fax: 1-800-336-4416 (Primary) or 1-502-335-9980 (Alternate)

## 9. How do I find my PCM on MHS Genesis Patient Portal to message?

- Locate Fort Bragg PCM providers using the following: Fort Bragg or PCM name (ex. John Doe, Doe)
- Specialty clinics are not by provider but clinic names: ex. Fort Bragg Endocrinology; Fort Bragg Allergy/Immunizations

**\*\* NOTE the system will only show the first 35 names. The easier way to locate PCM is by PCM name.**

## 10. How do I get my medications refilled?

- You can refill your prescription using TOL for up to a full year.

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- Medications can be refilled using call in # or through Tricare Online. [www.tricareonline.com](http://www.tricareonline.com)
- Medication renewals are done in Patient Portal. (See below)

## Prescription Renewal

Viewing health record for  
**CHDRZZZTESTPATIENT, CHDRTWO**

\* Indicates a required field.

**Who do you want to send the renewal request to? \***

Please enter 2 more characters

**Which prescription(s) would you like to renew?**

|   |                                      |
|---|--------------------------------------|
| <input type="checkbox"/> <b>Motrin Childrens</b>                        | <b>Date Started On:</b> Sep 13, 2019 |
| <a href="#">▶ Show more info</a>  |                                      |
| <input type="checkbox"/> <b>miscellaneous Dietary Supplement</b>        | <b>Date Started On:</b> Jan 07, 2020 |
| <a href="#">▶ Show more info</a>  |                                      |
| <input type="checkbox"/> <b>simvastatin 10 mg oral tablet</b>           | <b>Date Started On:</b> Apr 19, 2018 |
| <b>Ordered By:</b> Beller (Cerner), Mike, Cerner Dev                    |                                      |
| <a href="#">▶ Show more info</a>  |                                      |
| <input type="checkbox"/> <b>PreviDent 0.2% mucous membrane solution</b> | <b>Date Started On:</b> Sep 13, 2019 |
| <a href="#">▶ Show more info</a>  |                                      |

## 11. How do I see my referral information?

- MHS Genesis Patient Portal does not display referral information at this time. Please log onto Tricare Online for referrals.

## 12. Prior to MHS Genesis I had reoccurring labs, but they are not showing up in MHS Genesis. How do I correct this?

- If your recurring labs are no longer in the system, call the Clinic that initiated the labs or send them a message on MHS Genesis Patient Portal to reestablish labs.

## 13. Results Publish to MHS Patient Portal Timeframe

- Lab, Clinical Notes: 36 hrs
- Covid 19 lab: Immediately
- Radiology/Pathology Reports: 96 hrs