

MILITARY HEALTH SYSTEM MHS GENESIS

Patient Portal Eligibility

IMPORTANT INFORMATION REGARDING PROXY AND PATIENT PORTAL ELIGIBILITY

Parents cannot access their children's medical record via MHS Genesis Patient Portal (MHSGPP) once they turn 13 years old.

Parents can only view appointments, messaging, immunizations, and allergies.

They will have to request information through Outpatient Medical Records.

This is driven by DoD Policy and the Children's Online Privacy Protection Act of 1998 – COPPA.

REQUESTING MEDICAL RECORDS

To request copies of medical records, DD Form 2870, Authorization for Disclosure of Medical or Dental Information, must be filled out either by mail or by visiting the RoPHI office, located in Womack, 1st floor, All American Entrance, near the Pharmacy.

Phone and fax requests cannot be honored.

For further assistance please contact: Release of Protected Health Info (ROPHI): 910-907-6230/6296/6327/8770

Outpatient Medical Records: 910-907-7179

PATIENT PORTAL ELIGIBILITY

- **Ages 0-12:** For beneficiaries between the ages of 0-12, the parents or guardians are granted access to their child's Patient Portal account
- **Ages 13-17:** Beneficiaries between the ages of 13-17 at the Initial Operational Capability (IOC) sites do not have access until allowed by DS Logon
- **Ages 18+:** For beneficiaries ages 18 and up, access is available with a DS Logon Account National Guard/ Reserve/Retired: Service members maintain access to their MHS GENESIS Patient Portal via their DS Logon
- **Separated but not retired:** Service members who have ended their military service, but not before becoming eligible for retirement, are allowed a grace period of six months to maintain their DS Logon and therefore access to the MHS GENESIS Patient Portal
- **Deceased:** The MHS GENESIS Patient Portal account of a deceased service member is inactive. However, family members who were granted proxy access will still have access to the MHS GENESIS Patient Portal



MHSG Patient Portal Link:
<https://my.mhsgenesis.health.mil>



For more information, visit <https://womack.tricare.mil/Patient-Resources/MHS-GENESIS>