

*Coming June 3, 2023, to Scott AFB Clinic!!*

# MILITARY HEALTH SYSTEM MHS GENESIS

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

It integrates inpatient and outpatient records across the Department of Defense and modernizes health care for our beneficiaries. We are excited to announce that the new and improved system goes live at Scott Clinic on June 3, 2023!

## 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 workflows, procedures, and processes. We will slow down our operations to ensure safe patient care is maintained during this transition. Please expect delays for the first three months after go-live.

## What can you expect after go-live on June 3?

- Increased wait times for Pharmacy (24 hours after activation for new/renewal prescription processing, 72 hours for refill prescriptions)
- Appointment availability decreased 25-50% & longer appointment times
- Increased wait times for Lab & Radiology

## How will MHS GENESIS improve your overall experience?

MHS GENESIS allows you to securely access your 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. It also delivers automated, real-time clinic decision support for health care teams and increases patient engagement capabilities that allow patients to communicate directly with providers and care teams.

## *3 steps you can take to be prepared:*

- Make Routine Appointments Early
- Verify & update DEERS information
- Create a DS Logon

## How do I access the MHS GENESIS Patient Portal after go-live on June 3?

To access the MHS GENESIS Patient Portal, visit <https://patientportal.mhsgenesis.health.mil> or scan the QR code. The Patient Portal will replace TRICARE Online.



## What can I do within the MHS GENESIS Patient Portal?

- Manage primary care medical and dental appointments
- Monitor health information and view your portal profile
- Look up high-quality, provider-approved health education
- Request prescription renewals from provider care team
- Review clinical notes, referrals, lab and test results
- Exchange secure messages with your health care team

## Patient Support Numbers & Resources

- Appointment Line: 618-256-WELL (9355)
- Patient Advocate: 618-256-7374
- 24/7 Nurse Advice Line: 800-874-2273
- Follow the clinic on Facebook: Scott AFB Clinic
- Pharmacy Refill Line: 618-256-7400



For more information, visit [health.mil/MHSGENESIS](https://health.mil/MHSGENESIS)