

# Using the MHS Genesis Patient Portal

Activating electronic prescriptions from your doctor

<https://my.mhsgenesis.health.mil/>

## HOW TO USE THE MHS GENESIS PATIENT PORTAL

- These instructions will assist all patients with signing up and using the MHS Genesis Patient Portal to contact the 19<sup>th</sup> MDG Pharmacy for prescription activation and any questions.
- Messages received in this Portal will typically be responded to within 1-3 duty days.
- Refills should still be called into the Automated Refill Line at (501) 987-7457.
- You may or may not see your medications listed in the Portal, however you will not click on those anyway, you will simply send us a message on the “Messaging” tab
- You can send us a message for a patient on behalf of someone else (i.e. a dependent), just simply include multiple patient identifiers (full name, date of birth, DOD ID number) for us to confirm the patient’s identity.

DEPARTMENT OF DEFENSE  
**MHS**  
GENESIS  
MULTI-STEP REGISTRATION

DS Logon CAC

Click on "Create Account" if you have never created a DS Logon account.

Username

Password

Login

[Forgot Username?](#) [Forgot Password?](#)

You can also:

[Create Account](#) [Activate Account](#) [Manage Account](#) [Download FAQs](#)

DEPARTMENT OF DEFENSE  
**MHS**  
GENESIS  
MULTI-STEP REGISTRATION

### DS Logon Registration

This registration is a multi-step process to assist an individual in creating a DS Logon account. This process can take up to 10 minutes to verify your identity. Individuals will be consenting to a soft-inquiry on their credit reports and receive a one-time PIN to the phone number on file.

Based upon your identity verification process, you may need your driver's license, credit card, a loan document, access to a cell phone or tablet with a camera or a computer with an enabled camera and the ability to upload pictures of the documentation. You may be required to take photos of the documents and upload them (jpg format only). The documents will not be stored after the verification process is completed.

If you do not have the time, devices and documents listed above right next to you, do not continue until you do. There is a limit on the number of times you can try the identity verification process and a time limit while you are in the verification process.

Select one of the following options that best describes you:

I have my Common Access Card (CAC) with access to a card reader

I have my Common Access Card (CAC) but NO access to a card reader


I have a DFAS account

I am one of the following:

1. Current or previous service member (active duty, guard, reservist, retiree, veteran)
2. Spouse, former spouse and/or eligible family member (over 18) who receives DoD benefits
3. DoD civilian or contractor

Select the appropriate option and then hit "Continue." Most retirees should select the option shown here:

[Continue](#) [Cancel](#)



DEPARTMENT OF DEFENSE  
**MHS GENESIS**  
MILITARY HEALTH SYSTEM

Your "DOD ID Number" is the 10-digit number included on your military identification card.

You can also use your Social Security Number.

### Registration

Tell us about yourself.

**Name**

**Date of Birth**

**Person Identifier**

ID Type ▼

👁

## Welcome

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

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MHS GENESIS Patient Portal

Home Health Record **Messaging** Appointments Clipboards Medications Jane Doe

Appointments

Schedule a New Appointment

Allergies  
No Known Allergies

Latest Results  
No information recorded  
View Results & Measurements

Messages

Unread Messages (0)

Inbox

No new messages

Send a Message

Questions about your health record? Contact your healthcare team.  
Questions about your account? Support is available any time at (800) 600-9332  
Please close your internet browser after you sign out. This is to protect your health information & privacy!  
Terms of Use | Privacy Policy | Frequently Asked Questions

TRICARE Online Patient Portal (retiring 31Oct2023) | TRICARE Mail Order Pharmacy

Interactive Customer Evaluation

Once logged into the MHS Genesis Patient Portal, all patients with off-base prescriptions should be utilizing the "Messaging" function.

You can select the "Messaging" tab or the "Send a Message" button shown by the red arrows on this page.

MHS GENESIS Patient Portal

Home Health Record **Messaging** Appointments Clipboards Medications Jane Doe

Messaging

Inbox Sent Trash

Inbox

Send a message

Arrange by

The inbox contains updates or responses received from your care providers. Select Send a Message to create a message to your Primary Care Provider/PCM. Search for your primary care provider by name, location and/or specialty by typing in the search box.

Notice: This site should not be used for emergency medical conditions. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.

This "Messaging" tab is what you should be working under, NOT the "Medications" tab.

You can select to "Send a Message" here or you can reply to a previous message that you have received from "Little Rock Pharmacy."

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards

### < New Message

\* Indicates a required field.

**Patient Name**  
Doe, Jane Emily

**\* To**

little rock

- Little Rock Behavioral Health
- Little Rock Case Management
- Little Rock Disease Management
- Little Rock Exceptional Family Member
- Little Rock Family Medicine\_Hauge, Allison, PA
- Little Rock Family Medicine\_Sadler, Corey, MD
- Little Rock Flight Medicine\_ Nelson, Rachel, MD
- Little Rock Military Team HERK\_ Salazar, Franko, PA
- Little Rock Military Team HERK\_Depaulo, Suzanne, MD
- Little Rock Military Team HERK\_Law, Chad, DO
- Little Rock Military Team HERK\_Owens, Alycia, PA
- Little Rock Pediatric\_Hyman, John, MD
- Little Rock Pediatric\_Thompson, Amanda, NP
- Little Rock Pharmacy
- Little Rock Referral Management Center
- Navy Reserves NRC Little Rock Readiness

Simply type in "Little Rock" in the \*To\* field and then select "Little Rock Pharmacy" to send us a message

Send Cancel

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards

### < New Message

\* Indicates a required field.

**Patient Name**  
Doe, Jane Emily

**\* To**  
Little Rock Pharmacy

Select a recipient

**\* Subject**  
Prescription Activation

**Attachments** Maximum file size is 25 MB  
Browse... No file selected.  
Add another attachment

**\* Message**  
I would like to activate my medications sent in by Dr. John Doe: Metformin, lisinopril, and gabapentin.

If you are activating for a patient other than yourself, please include full name, date of birth, and/or the DOD ID number.

Send Cancel

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards Medications Jane Doe

Appointments

If you have an in-clinic provider, your medications may be seen here in this tab. If your provider is off-base, you should more than likely ignore this tab.

Schedule a New Appointment

Allergies

No Known Allergies

Latest Results

No information recorded

View Results & Measurements

Messages

Unread Messages (0) Inbox

No new messages

Send a Message

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards Medications Jane Doe

Medications

Print

Your pharmacy may make changes, so be sure to ask your pharmacist for exact medication instructions.

**DO NOT use this button for new prescription activation or refills**

Renew

You may be able to see medications listed here, but you will NOT be using this "Renew" button (unless you have a provider located within the 19 MDG)

This "Renew" function is not used to refill your prescription. All refills must still be called into the Automated Refill Line at (501) 987-7457

Terms:  
Activate: inform the pharmacy you need a newly submitted electronic prescription to be filled

Below is a list of any active or home medications that are in the electronic medical record. If you believe any data is incorrect, please notify the office.

Notice: This site should not be used for emergency medical conditions or medication needs. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.

TRICARE Mail Order Pharmacy

## TERMS

**ACTIVATE:** inform the pharmacy you need a newly submitted electronic prescription to be filled

→ Do this by messaging us in the Patient Portal or by pulling a ticket at the Pharmacy Information Desk in the pharmacy lobby

→ The pharmacy **does not automatically fill** prescriptions sent in electronically by your provider. You must take this “Activate” step to let us know to fill the prescription

**REFILL:** inform the pharmacy you need to run a refill on an active prescription with valid refills remaining

→ Do this by calling it in to the Automated Refill Line at (501) 987-7457

**RENEW:** inform your provider that you need a new prescription for a medication you already have, but do not have any remaining refills (or the prescription has expired)

→ Do this by contacting your provider directly, not using the “Renew” button shown within the MHS Genesis Patient Portal (unless your provider is located within the 19<sup>th</sup> MDG).

## BEST PRACTICES FOR PATIENTS

(1) **Electronic Prescriptions:** have your provider send in your prescriptions electronically to “DOD Little Rock Pharmacy”

→ This is the most safe, secure, and efficient method for prescriptions to be submitted

(2) **MHS Genesis Patient Portal:** utilize the Patient Portal to message us requesting your prescriptions to be activated

→ This allows us to answer any questions, relay any concerns, and provide an estimated pick-up time (which cuts down on patient waiting times in the lobby)

(3) **Auto-Notification:** inform a pharmacy staff member that you would like to be enrolled for auto-notification to your phone

→ You will receive an automated text message or phone call once your prescriptions have been completed and are ready for pick-up (new prescriptions and refills)