RETIREMENT/SEPARATION GUIDE

Please read thoroughly & follow the steps
Retirement Guide, accessing Genesis, and VA information within packet.

1.   **REVIEW**

- **Accessing your records**
  MHS GENESIS Patient Portal is a secure website that allows you to access your health information, schedule appointments, and exchange messages with your care team anytime and anywhere. To access the MHS GENESIS Patient Portal, visit patientportal.mhsgenesis.health.mil (Instructions within packet)

- **Uploading your records**
  ❖ Access the MHS GENESIS Patient Portal and send a message to
  Ft. Gordon Southcom Medical Records
  ❖ Subject Line: Specialty/ Date of Appointment/ Document Title
  (Ex. Spine MRI/ 24SPEP22/ Back Pain) This is how the document will appear in your record.
  Attach document(s) solely pertaining to subject line. One subject per message.
  ❖ Body: Any details to inform your PCM.
  When the message status states *Reviewed*, the document has been entered into your record.

- **Document** (This document is personalize, please request it if you have not received it)
  This document gives you an outline of all, Civilian and Military encounters that have been entered in your Medical Record.

- **Problems** (This document is personalize, please request it if you have not received it)
  This document will help you when entering claims for the VA.

2.   **RETRIEVE**

If you believe you have missing civilian encounters within your document list, fill out a FORM DD2870 and we can attempt to retrieve those records from outside providers that you have seen. It is suggested for patients to directly contact civilian providers for a faster response. There are times providers will not respond to our requests unless the patient contacts them directly. Outside providers respond on their time. If you receive or have records, please scan and send them to us via the MHS GENESIS Patient Portal mention in step 1, to be added into your record.

3. **REQUEST**

When you feel that all encounters have been entered, please fill out a FORM DD2870 to request your Medical Record. Please know that all Military Training Facilities (MTF's) have access to your Electronic Heath Record (EHR) regardless of the installation you were station at.

If you have a Medical Service Treatment Record (STR), we will need a copy of your DD214/ Retirement/ Separation orders so we could send them to the designated Record Processing Center (RPC) to get professionally scanned into your Electronic Health Record. Before we send them off, we will provide you with a rough electronic copy. Not everyone has an STR. You can call our records room to inquire if you have an STR or if your STR is on our shelves. If we do not have them, they might still be at your previous installation or your medical record is solely electronic. If you find out that your STR is at your previous installation, please let us know so we can request them to be shipped here.

The majority of Air Force STR's are maintained at Patrick SFB. If you are Air Force, and we confirm your STR is not here at SOUTHCOM, please contact Ms. Garrido at Patrick SFB (321) 494-8108 to inquire about your STR and/ or obtain a copy.

For Dental Record inquiries, please contact our Dental Representative (305) 437-1765

4. **READY**

Send your DD2870 along with your orders/ DD214 to the e-mail below.
usarmy.gordon.medcom-eamc.mbx.southcom-medical-records@health.mil
Subject line: DD2870/ Full name/ DOD#
Body: Contact info of who you authorize to release information. (Phone, FAX, address, e-mail)

Please click link below to download FORM DD2870
https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2870.pdf
DO NOT enter SSN. Please enter DOD ID number instead.

- To Retrieve Outside Records: (I authorize [Outside Clinic] to release my patient information to: AHC SOUTHCOM)
    a. AHC SOUTHCOM (MEDICAL RECORDS)
    b. 9301 NW 33RD STREET, DORAL FL 33172
    usarmy.gordon.medcom-eamc.mbx.southcom-medical-records@health.mil
    c. (305) 437-2334
    d. (305) 437- 1319
- Requesting records from AHC SOUTHCOM: (I authorize [AHC SOUTHCOM] to release my patient information to: (Self or Outside Clinic) abcd, would be the outside clinics info, or yourself. Please include an e-mail in b if possible.

Please DO NOT attention or CC staff, this causes duplicate requests. All members of the SOUTHCOM Patient Administration team can view the same messages sent to the Genesis Portal or to the Ft. Gordon E-mail box.

5. **REFERNCE**
AR 40–66 Chapter 2, Page 5
2–3. Release of information when the patient consents to disclosure
a. Requests from patients. If a patient requests information from his or her medical record or copies of documents in the record, the information or a copy of the record will be provided to the patient within 30 working days.
https://armypubs.army.mil/epubs/DR_pubs/DR_a/pdf/web/r40_66.pdf

DO NOT SCHEDULE VA APPOINTMENTS WITHOUT HAVING RECEIVED YOUR RECORDS.
We have high demand and do not expedite any requests. We process requests in the order that are received.

If links give you trouble, try to Copy and Paste them into your web browser.

When entering the DD2870 link into browser, the file might automatically save into your downloads.

If you solely want your EHR's, you are more than welcomed to skip all steps and only submit a DD2870 requesting records to yourself at any time.

Army Health Clinic SOUTHCOM: PAD/ Medical Records

9301 NW 33rd Street, Doral Florida 33172

☎ (305) 437-2334

📠 (305) 437-1319

✉ usarmy.gordon.medcom-eamc.mbx.southcom-medical-records@health.mil

For more information, please visit our website: https://southcomclinic.tricare.mil/

MILITARY HEALTH SYSTEM
MHS GENESIS
Patient Portal Factsheet

What is the Patient Portal?

MHS GENESIS Patient Portal is a secure website that allows you to access your health information, schedule appointments, and exchange messages with your care team anytime and anywhere. It replaces TRICARE Online (TOL) and Secure Messaging for sites currently using MHS GENESIS. If your site does not have MHS GENESIS, you will continue using TOL and Secure Messaging to access your health care information.

How do I access the Patient Portal?

To access the MHS GENESIS Patient Portal, visit **patientportal.mhsgenesis.health.mil.** Beneficiaries can log in using their DS Logon. A free Premium Access (Level 2) account is required to view the health record. The DS Logon Premium account allows you to view personal data about yourself in the Department of Defense and Department of Veterans Affairs systems, apply for benefits online, check the status of your claims, update your address information, and more.

In preparation for the new MHS GENESIS Patient Portal, log in to milConnect and create your DS Logon. Beneficiaries with an existing DS Logon should upgrade their account to Premium Access. A link to the "My Access Center" is available on the MHS GENESIS Patient Portal landing page to direct patients on how to get their DS Logon credentials.

Where do I go for more information?

For questions regarding the DS Logon, visit **www.dmdc.osd.mil/milconnect** or contact the Global Support Center (GSC) at **1-800-600-9332.**

Features

- View your health information
- Exchange secure messages with your care team
- Request prescription renewals
- View notes from your clinical visits and certain lab/test results, such as blood tests
- Schedule medical and active duty dental appointments
- Complete a pre-visit active duty dental health questionnaire online
- Access information related to your health concerns and medications