

MANAGING RECORDS

UPLOADING RECORDS

1. Access the MHS GENESIS Patient Portal and send a message to: *Ft. Gordon Southcom Medical Records*
 - *One Specialty per message. Do not mix documents pertaining different specialties in one message.*
2. Attach document(s) solely pertaining to subject line.
 - Subject: Specialty/Date of Appointment/ Document Title or Diagnosis
Example: Podiatry/ 01Jan23/ Plantar Fasciitis
 - Message: Could be left blank or any details pertaining appointment could be entered.
**When the message status states Reviewed, the document has been entered into your record.*

REQUESTING RECORDS *For Yourself or to send to a Civilian Provider*

1. Visit Site Below and Fill out a FORM DD2870 (Authorization for Disclosure)
 - <https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2870.pdf>
 - I authorize [AHC SOUTHCOM] to release my patient information to:
abcd: your information or person/ place we are sending records to. Please include an e-mail in b.
2. Access the MHS GENESIS Patient Portal and send a message to: *Ft. Gordon Southcom Medical Records*
3. Attach one FORM DD2870 per message.
 - Subject: DD2870 for (Self or Name/ Place receiving)
 - Body: Could be left Blank**If you are requesting records for yourself due to retirement or separation, please include a copy of your orders.*

RETRIEVING RECORDS *Requesting from Civilian Providers*

1. Visit Site Below and Fill out a FORM DD2870 (Authorization for Disclosure)
 - <https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2870.pdf>
 - 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
 - c. (305) 437-2334
 - d. (305) 437-1319
 - 8. Please send records to email below:
usarmy.gordon.medcom-eamc.mbx.southcom-medical-records@health.mil
2. Access the MHS GENESIS Patient Portal and send a message to: *Ft. Gordon Southcom Medical Records*
3. Attach one FORM DD2870 per message.
 - Subject: DD2870 for (Name or Facility of where we're retrieving from)
 - Body: Provide the Name/ Address/ Phone/ Fax/ E-mail of where we're retrieving from

**Civilian Providers have their own policies, please follow up with them for an estimate of when we will receive requested records.*

RECEIVING RECORDS

- You will receive your records electronically via the Genesis Portal or you will receive a separate e-mail titled [DoD SAFE] with a link to access your records. Link is only valid for 7 days so make sure to save your files. Once link is accessed, paste the generated passcode that's included in the same e-mail. Afterwards, enter in the decryption passphrase: SOUTHCOM33172
- AR 40-66 Chapter 2, Page 5, 2-3. Release of information when the patient consents to disclosure
"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.**"

Should you need any further assistance please do not hesitate to contact our office! 😊

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



Last updated on January 2020

For more information, visit health.mil/MSHGENESIS

More information can be found on our Website:

<https://southcomclinic.tricare.mil/>

APPOINTMENTS/ GENESIS PATIENT PORTAL

Our clinic is open from 0700-1600 MTWF, H 0700-1200

The front desk can assist with scheduling appointments and directing your calls to different departments i.e. Lab, Pharmacy, (305) 437-1188.

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

REFERRALS

Referrals take 5-7 business days to process after the order has been entered in.

You can view the status of your referral through: <https://www.humanamilitary.com/>

Referrals must be scheduled within 28 days. If not Humana needs to schedule you with a different provider.

Referral changes can be made by calling 1800-444-5445.

Please remind the outside provider to fax reports back to your Primary Care Manager (706) 787-0344

DENTAL

Access all Active Duty Dental Benefit Information at www.addp-ucci.com

Here you can also download all Dental Forms. Please submit completed forms to the e-mail below.

Usarmy.gordon.medcom-eamc.mbx.southcom-dental@health.mil

VIRTUAL PHA FOR ACTIVE DUTY

Please visit the following website for information on how to book a virtual PHA:

<https://southcomclinic.tricare.mil/health-services/virtual-pha>

Part 1 online portion must be completed prior to booking virtual PHA Appointment.

INDIVIDUAL MEDICAL READINESS (IMR)

For updates, please e-mail the following:

Usarmy.gordon.medcom-eamc.mbx.southcom-imr-updates@health.mil

- Full Name
- DOD ID#
- Branch of Service
- Attach Proof of immunization
- Vaccine name
- Lot number
- Date administered

MEDICAL RECORDS

Please visit our website for information on requesting/ receiving records. Download our guide on Managing Records.

You can also find guides for separation/ retirement and how to enroll or file VA claims.

<https://southcomclinic.tricare.mil/Patient-Resources/Medical-Records>