



DS Logon CAC

Username

Password

Login

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

You can also:

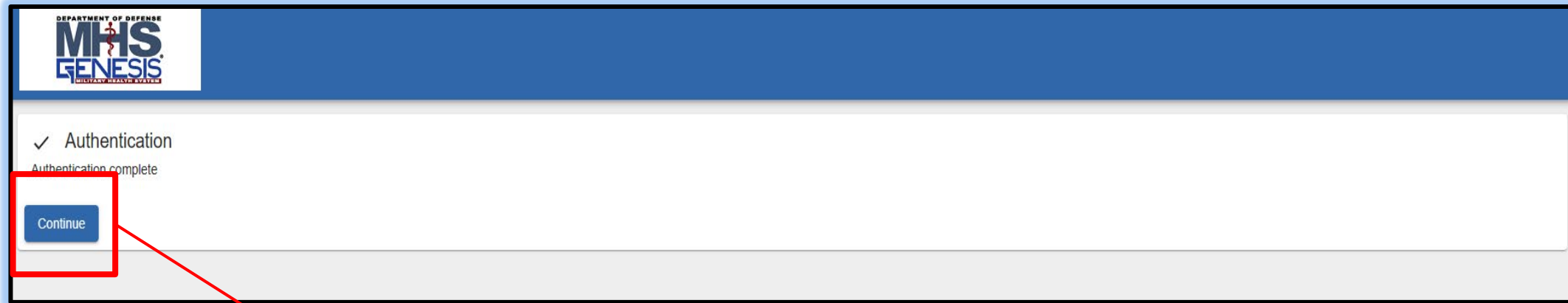
[Create Account](#) [Activate Account](#) [Manage Account](#) [Need Support?](#)

Alert

We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.

You have two options to log into the MHS GENESIS Patient Portal:

- 1). Through a DS Logon
- 2). Through a Common Access Card (CAC)



You will see this once you have successfully authenticated your CAC or DS Login information and are ready to continue.



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.



The loading screen features a dark blue background. On the left is a white icon of a person's head and shoulders with a yellow cross inside a speech bubble. To the right of the icon, the text "MHS GENESIS" is written in a light blue, sans-serif font, and "Patient Portal" is written in a larger, white, sans-serif font below it. At the bottom of the screen, the text "One moment, we are setting up your experience." is displayed in white.

**Press "Accept Policy".
After, you will see the MHS GENESIS Patient
Portal loading screen**



This is your MHS GENESIS Patient Portal Home Page

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](#)

1 If you wish to schedule an appointment, please click "Schedule a New Appointment"

Unread Messages (1 of 3)

Messages Inbox

Mar 03, 2021
02:32 p.m. PST

[Send a Message](#)

Appointments (1 of 1)

Friday, May 05, 2023

Options ▾

09:50 a.m. EDT

For
with
at

[Schedule a New Appointment](#)

Allergies

No Known Allergies

Latest Results

Infectious Disease

[HIV-WB CDO LC](#)

Apr 16, 2020

[Source of Test LC](#)

Apr 16, 2020

[View Results & Measurements](#)



The screenshot shows the 'Schedule Appointment' page in the MHS GENESIS Patient Portal. The navigation bar includes Home, Health Record, Messaging, Appointments, Clipboards, and Medications. The main heading is 'Schedule Appointment'. A red box highlights the 'Who is this appointment for?' dropdown menu, with a yellow box containing the number '2' and a callout box stating: 'Here, you will select who the appointment is for from the drop-down menu.' Below this, the 'How would you like to begin your search?' section has two radio buttons: 'Provider' and 'Visit Reason'. A red box highlights the 'Visit Reason' radio button, with a yellow box containing the number '3' and a callout box stating: 'Please select "Visit Reason" after you select who the appointment is for.' The 'Choose a Provider' dropdown menu is also visible, with a 'Search' button below it. On the right side, there is a section for 'Appointment Selections' showing 0% and a 'Request Appointment' button. A notice at the bottom right states: 'Notice: This site should not be used for emergency medical conditions or crisis situations. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service. If you are in crisis or having thoughts of suicide, call the National Crisis Hotline: 1-800-273-8255, option 1. For urgent matters related to an appointment and/or service, please contact your clinic. Your secure message may be shared with or reassigned to other authorized staff. It may take up to 3 business days to receive a response from a member of your health care team.' A 'View More' link is also present.



MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards Medications

Schedule Appointment

* Who is this appointment for?

How would you like to begin your search?

Provider Visit Reason

Choose a reason for your visit

- Please select
- CPAP Established Patient
- Family Medicine In Person Visit**
- Family Medicine Telephone Visit
- Flight Medicine In Person Visit
- Flight Medicine Telephone Visit
- Hearing Conservation Program In Person Visit
- Immunizations In Person Visit
- Internal Medicine In Person Visit
- Internal Medicine Telephone Visit
- Military Medicine In Person Visit
- Military Medicine Telephone Visit
- Optometry In Person Visit
- Pediatric In Person Visit
- Pediatric Telephone Visit
- Request Appointment (Other) Online
- Sports Medicine In Person Visit
- Women's Health In Person Visit
- Women's Health Telephone Visit

Appointment Selections 0%

To begin scheduling your appointment, choose your preferred options. Search for your PCM by starting to type their name, location, service, or specialty until you find what you are looking for. Select your PCM/Care Team when booking or requesting appointments please. If you don't see an appointment that meets your needs, choose Request Appointment (Other) Online or call your provider's office.

You can confirm your PCM by clicking on the View Patient Information icon at the top of your Dashboard. This information is pulled from DEERS.

Notice: This site should not be used for emergency medical conditions or crisis situations. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service. If you are suicidal or have thoughts of suicide, call the National Crisis Hotline: 1-800-273-8255, option 1. For an appointment and/or service, please contact your clinic. Your secure information may be shared or reassigned to other authorized staff. It may take up to 3 business days for a member of your health care team.

View More

4

Please select either:

1). Family Medicine In-Person Visit

OR

2). Pediatric In-Person Visit



5

Search for a provider by selecting from one of these three teams:

- 1). Army Medicine Guthrie Ambulatory Health Clinic Family Medicine 1 Team Blue
- 2). Army Medicine Guthrie Ambulatory Health Clinic Family Medicine 1 Team Red
- 3). Army Medicine Guthrie Ambulatory Health Clinic Family Medicine 1 Team White



MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards Medications

Select a Time Here is where you will be able to select the provider, date, and time of your appointment

Start Date

Enter date in MM/DD/YYYY format.

[Advanced filters](#)

Need a specific provider?

Please select ▼ Apply

Appointment Selections 50%

For:

Reason: Family Medicine In Person Visit

Location: Army Medicine Guthrie Ambulatory Health Clinic Family Medicine 1 Team Blue

Preferred Days: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

[Edit](#)

If you don't see an appointment that meets your needs, choose Request Appointment (Other) Online or call our scheduling office.

Select your Primary Care Physician/Care Team when booking or requesting appointments please. You can confirm your Primary Care Physician/PCM by clicking on the View Patient Information icon at the top of your Dashboard.

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.

Appointment Scheduling using the MHS GENESIS Patient Portal is available. Please contact your clinic with any questions.

Wednesday, Apr 26, 2023

01:00 p.m. EDT Select

Todd, Phillip J MD

[View all availability](#)

01:40 p.m. EDT Select

Pope, Jordan D DO

[View all availability](#)

02:00 p.m. EDT Select

Todd, Phillip J MD

[View all availability](#)



MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards Medications

Select a Time

6 Start Date

Apr 2023

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Need a specific provider?
Please select

Appointment Selections

For:
Reason: Family Medicine In Person Visit
Location: Army Medicine Guthrie Ambulatory Health Clinic Family Medicine 1 Team Blue
Preferred Days: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday
[Edit](#)

If you don't see an appointment that meets your needs, choose Request Appointment (Other) Online or call our scheduling office.

Select your Primary Care Physician/Care Team when booking or requesting appointments please. You can confirm your Primary Care Physician/PCM by clicking on the View Patient Information icon at the top of your Dashboard.

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.

Appointment Scheduling using the MHS GENESIS Patient Portal is available. Please contact your clinic with any questions.

01:40 p.m. EDT
Pope, Jordan D DO
[View all availability](#)

02:00 p.m. EDT
Todd, Philip J MD
[View all availability](#)

02:20 p.m. EDT
Pope, Jordan D DO
[View all availability](#)

03:00 p.m. EDT
Todd, Philip J MD
[View all availability](#)

03:20 p.m. EDT
Pope, Jordan D DO

Please select the first available date you would like to be seen.
You will be given available appointments on that date and after that date.



7 Need a specific provider?

Please select

Related Providers

- Pope, Jordan D DO

All Providers

- Kramer, Elizabeth MD
- Price, Theresa R DO
- Todd, Phillip J MD

Please choose from one of the providers you see in the drop-down list

RELATED PROVIDERS: Provider you have recently seen, or your PCM

ALL PROVIDERS: Providers assigned to that team who you can see



MHS GENESIS Patient Portal
Home Health Record Messaging Appointments **Clipboards** Medications

< Select a Time

Start Date

Enter date in MM/DD/YYYY format.

[Advanced filters](#)

[Back to all providers](#)

Need a specific provider?

▼
Apply

	Pope, Jordan D DO 7a	
7	<div style="border: 1px solid red; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center; margin: 0;">Wednesday, May 10, 2023</p> <p style="margin: 0;">02:40 p.m. EDT</p> </div>	<div style="border: 1px solid red; padding: 2px;">7b</div> Select
	<div style="border: 1px solid red; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center; margin: 0;">Thursday, May 11, 2023</p> <p style="margin: 0;">08:30 a.m. EDT</p> </div>	Select
	<div style="border: 1px solid red; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center; margin: 0;">10:10 a.m. EDT</p> </div>	Select
	<div style="border: 1px solid red; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center; margin: 0;">10:50 a.m. EDT</p> </div>	Select
	<div style="border: 1px solid red; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center; margin: 0;">Friday, May 12, 2023</p> </div>	
	<div style="border: 1px solid red; padding: 5px;"> <p style="text-align: center; margin: 0;">11:10 a.m. EDT</p> </div>	Select

You will see the next available appointments for that provider to the left.

Please verify you are seeing the appropriate provider.

When you are ready, press "Select" for the date and time you would like to be seen

Appointment Selections 50%

For: [Redacted]

Reason: Family Medicine In Person Visit

Location: Army Medicine Guthrie Ambulatory Health Clinic Family Medicine 1 Team Blue

Preferred Days: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

[Edit](#)

If you don't see an appointment that meets your needs, choose Request Appointment (Other) Online or call our scheduling office.

Contact your Primary Care Physician/Care Team when booking or requesting appointments please. You can confirm your Primary Care Physician/PCM by clicking on the View Patient Information icon at the top of your Dashboard.

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.

Appointment Scheduling using the MHS GENESIS Patient Portal is available. Please contact your clinic with any questions.



Here is where you will finalize your appointment request

Review and Schedule Appointment

* Indicates a required field.

Describe any specific requests or special needs you want us to consider in preparation for your visit.

Please add any specific information related to your appointment here for your care team to review prior to your visit

* If follow-up is needed regarding this appointment, how should we contact you?

By secure MHS GENESIS Patient Portal message

By phone (please provide number)

Example: (555) 555-5555

Send me an email with my appointment details

Please select your preferred way for the clinic to follow-up with you, if needed

a). By a secure MHS GENESIS Patient Portal Message

OR

b). By phone

You will have to choose one before finalizing your appointment request

You can choose to receive an email with appointment details as well. The email will go to what is listed in your DEERS. To change your DEERS contact information, please go to: <http://www.tricare.mil/DEERS>

Schedule Appointment

8

Appointment Selections 75%

Family Medicine In Person Visit

Wednesday, May 10, 2023
02:40 p.m. EDT

For: [Redacted]
With: [Redacted]

the Ambulatory Health Clinic Family Medicine 1 Team Blue



< Family Medicine In Person Visit

✔ Your appointment has been scheduled!

Thursday, May 11, 2023

08:30 a.m. EDT

For:

With: Pope, Jordan D DO

Army Medicine Guthrie Ambulatory Health Clinic Family Medicine 1 Team Blue

Other options:

[Add to calendar](#)

[Print details](#)

[Reschedule appointment](#)

[Cancel appointment](#)

**Congratulations! You have successfully made an appointment on the
MHS GENESIS Patient Portal**



The screenshot shows the MHS GENESIS Patient Portal interface. At the top, there is a navigation bar with tabs for Home, Health Record, Messaging, Appointments, Clipboards, and Medications. Below the navigation bar, there is a banner image showing healthcare providers interacting with patients. A red box highlights a portion of this banner with the text: "When you return to your home screen you will see your appointment details here".

To the right of the banner, there is a section titled "Appointments (1 of 2)". It displays the date "Friday, May 05, 2023" and the appointment name "Family Medicine In Person". Below the appointment name, there is an "Options" dropdown menu. A red box highlights this menu with the text: "At anytime, you can press 'Options' to: a). CANCEL your appointment OR b). RESCHEDULE your appointment". The dropdown menu is open, showing three options: "Add to calendar", "Reschedule appointment", and "Cancel appointment".

Below the appointment details, there is a "Schedule a New Appointment" button. Further down, there are sections for "Allergies" (showing "No Known Allergies") and "Latest Results" (showing "Infectious Disease").

At the bottom of the page, there is a "Messages" section with a "View Message (1 of 2)" link.