



Frequently Asked Questions

Key Background and Benefits

1. Why was MHS GENESIS selected as the Coast Guard's EHR solution?

After performing a thorough analysis of requirements, MHS GENESIS was identified as the most comprehensive and accurate integrated electronic health records capability for our Coast Guard family. The system will support service members in all phases of their career, whether they are reporting to new assignments or transitioning from military service. It will also drive better clinical outcomes by giving health care providers a full picture of patient medical history and enhance collaboration with DOD, VA and civilian health care partners.

2. How will the transition to MHS GENESIS affect me now as an active duty member?

The clinic staff are building familiarity with the system and will need extra time to adjust to the new workflows and processes. This may affect appointment and staff availability; the Coast Guard will adopt a balanced implementation approach to mitigate healthcare service impacts while ensuring continued delivery of the high-quality care. Coast Guard healthcare facilities will communicate with patients once they begin to transition to MHS GENESIS.

3. How will it improve clinic operations?

Once fully deployed, MHS GENESIS will offer better management of chronic, complex and time-sensitive conditions. It also provides automated, real-time clinical decision support for doctors and care providers, 24/7 secure bi-directional access to personal health information and lab results, and interoperability across DOD, VA and private sector providers.

4. How will personal identifiable information be safeguarded?

MHS GENESIS includes cyber security protections used in both the public and private sectors to protect personal identifying information (PII) data and ensure Health Insurance Portability and Accountability Act (HIPAA) compliance. The design and implementation also meets applicable DOD cybersecurity requirements. The Defense Health Agency carries out regular cyber assessments to validate and improve the overall cyber posture of MHS GENESIS. The Coast Guard will also utilize a protected network known as the medical community of interest (MEDCOI) to transfer data between Coast Guard clinics and MHS GENESIS.

5. What will happen to the paper records?

The Coast Guard will archive paper health records after they are digitized and loaded into a DOD health record electronic document management system.

Using MHS GENESIS

6. What is the MHS GENESIS Patient Portal?

The Patient Portal is an online capability that enables self-service access to healthcare information. Registered patients with health care documented in MHS GENESIS will have access to the patient portal.

Patient Portal key features and benefits

- *24/7 secure access to personal 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.*
- *Early completion of pre-visit health questionnaires and forms*
- *Access to topical literature related to health concerns and medications.*
- *Accessible through cellular or commercial internet.*

To access the MHS GENESIS Patient Portal, visit <https://patientportal.mhsgenesis.health.mil>. Beneficiaries can log in to the MHS GENESIS Patient Portal using their DS Logon. Premium Access (Level 2) is required to view the health record. In preparation for the new MHS GENESIS Patient Portal, log in to milConnect and create your DS Logon.

7. When I transfer, will my new Coast Guard clinic use MHS GENESIS?

When a member arrives at a duty station where MHS GENESIS is in use, that member's paper record will continue to be stored, and all medical and dental record documentation will occur in MHS GENESIS.

In cases where a member transitions from a duty station using MHS GENESIS to one that is still using paper records, healthcare providers at the new duty station will have the ability to access the electronic records on MHS GENESIS through a system called Joint Longitudinal Viewer (JLV).

Interoperability and Functionality

8. Will Coast Guard providers using MHS GENESIS be able to view my electronic records from a civilian provider or Department of Defense Military Treatment Facility?

Coast Guard providers will be able to access all records documented within MHS GENESIS regardless of whether the care was provided by the Coast Guard, DOD or VA. Coast Guard healthcare staff will be able to view documentation completed by DOD medical treatment facilities and VA facilities that have not implemented MHS GENESIS, as well as community providers that have joined the Joint Health Information Exchange (HIE) through the Joint Longitudinal Viewer (JLV), which is interfaced within MHS GENESIS. This will result in increased continuity of care, better care, faster follow-up and more comprehensive health record documentation.

9. How will access to legacy DOD/commercial health care tools such as Tricare Online, Joint Longitudinal Viewer (JLV) and Relay Health be impacted by the transition to MHS GENESIS?

Tricare Online and Relay Health will not be directly impacted by the deployment of MHS GENESIS to Coast Guard clinics and sickbays. DOD military treatment facilities using MHS GENESIS will transition away from Tricare Online and Relay Health to the MHS GENESIS Patient Portal.

Although JLV will not be directly impacted, it will be more heavily relied upon for shared visibility of member health records between sites using MHS GENESIS and sites that have not received the capability.

10. How will cutter members be impacted by the transition to MHS GENESIS and what level of access will they have while in port and underway?

Underway, until DOD fields their afloat and mobile healthcare system (estimated for FY25), units will file electronic SF-600 documentation. At homeport, MHS GENESIS will be used for healthcare visit documentation and tracking.

Cutter-based medical providers will receive MHS GENESIS system training during the deployment to ashore locations to support their ability to use MHS GENESIS when not deployed.

11. What level of access will providers and patients have to MHS GENESIS functionality when working from home?

Providers will have the ability to access MHS GENESIS when working from home via VPN. Patients will be able to access Patient Portal from workstations, home computers and on some mobile devices.

Schedule

12. What is the timeline for implementing MHS GENESIS across the Coast Guard?

The eHRA program management office (PMO) (CG-9333) has divided the acquisition into three distinct segments: A, B, and C.

- *Segment A begins with delivery of MHS GENESIS to all pilot sites and includes all ashore clinics and sickbays. In 2021, the Coast Guard will deploy MHS GENESIS to PACAREA and LANTAREA ashore clinics and sickbays.*
 - *The Pacific Wave of Segment A is scheduled to go-live by final week of August 2021.*
 - *The Atlantic Wave is scheduled to go-live in November 2021.*
 - *Specific deployment activity dates will be communicated separately by the eHRA PMO and health safety work life service center (HSWL SC).*

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