

Dear DGMC Patients,

Thank you for using TRICARE Online Secure Messaging to communicate with your healthcare team. On September 7, 2019, David Grant Medical Center (DGMC) will begin using MHS GENESIS, the new electronic health record for all Department of Defense (DoD) hospitals and clinics. MHS GENESIS will be the single medical and dental record for all DoD hospitals and clinics. All doctors, dentists, nurses, medical technicians and other healthcare providers will use this one record to manage your care. This will ensure better quality of care and improved safety for you and your family. DGMC is the first Air Force hospital to receive MHS GENESIS.

DGMC will turn off the TRICARE Online Secure Messaging function on September 5, 2019. You can use the MHS GENESIS Patient Portal to communicate with your team beginning on September 7, 2019.

Also, you will need a Premium DoD Self-service (DS) Logon account to use the MHS GENESIS Patient Portal. If you already have a DS Logon account, you'll need to upgrade to a free Premium account. If you don't have a DS Logon, please create one at [Caution-https://myaccess.dmdc.osd.mil/identitymanagement](https://myaccess.dmdc.osd.mil/identitymanagement) < [Caution-https://myaccess.dmdc.osd.mil/identitymanagement](https://myaccess.dmdc.osd.mil/identitymanagement) > and choose the "Need an Account" or "Upgrade to Premium Account" option. Doing this now will make for a smoother transition.

If you have any issues with the DS Logon, please call the Global Support Center at 1 800-600-9332 or the Defense Manpower Data Center at 800-538-9552.

Rest assured, DGMC staff will continue to provide safe, high quality healthcare during this time of transition. As with any new technology adoption, it will take time for our staff to learn how to efficiently navigate the system.

We will have fewer available appointments and you will experience longer wait times at the lab and pharmacy during our transition. Please schedule all necessary wellness and annual appointments, and complete any lab tests, radiology visits, and pharmacy refills or prescriptions renewals before September 7. Also, if you have a current referral for specialty care, please obtain a hard copy for your use during the transition.

The MHS GENESIS Patient Portal offers a number of services to assist in managing your healthcare and is mobile-phone friendly. To learn more about it, please visit: [Caution-https://www.health.mil/Military-Health-Topics/Technology/Military-Electronic-Health-Record/MHS-GENESIS](https://www.health.mil/Military-Health-Topics/Technology/Military-Electronic-Health-Record/MHS-GENESIS) < [Caution-https://www.health.mil/Military-Health-Topics/Technology/Military-Electronic-Health-Record/MHS-GENESIS](https://www.health.mil/Military-Health-Topics/Technology/Military-Electronic-Health-Record/MHS-GENESIS) > .

We will continue to send updates about this transition. Thank for trusting us to provide your care.

Respectfully,
Your DGMC care team