



MHS GENESIS Patient Portal



MHS GENESIS Patient Portal Table of Contents

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- [Refill Requests For Medications](#)
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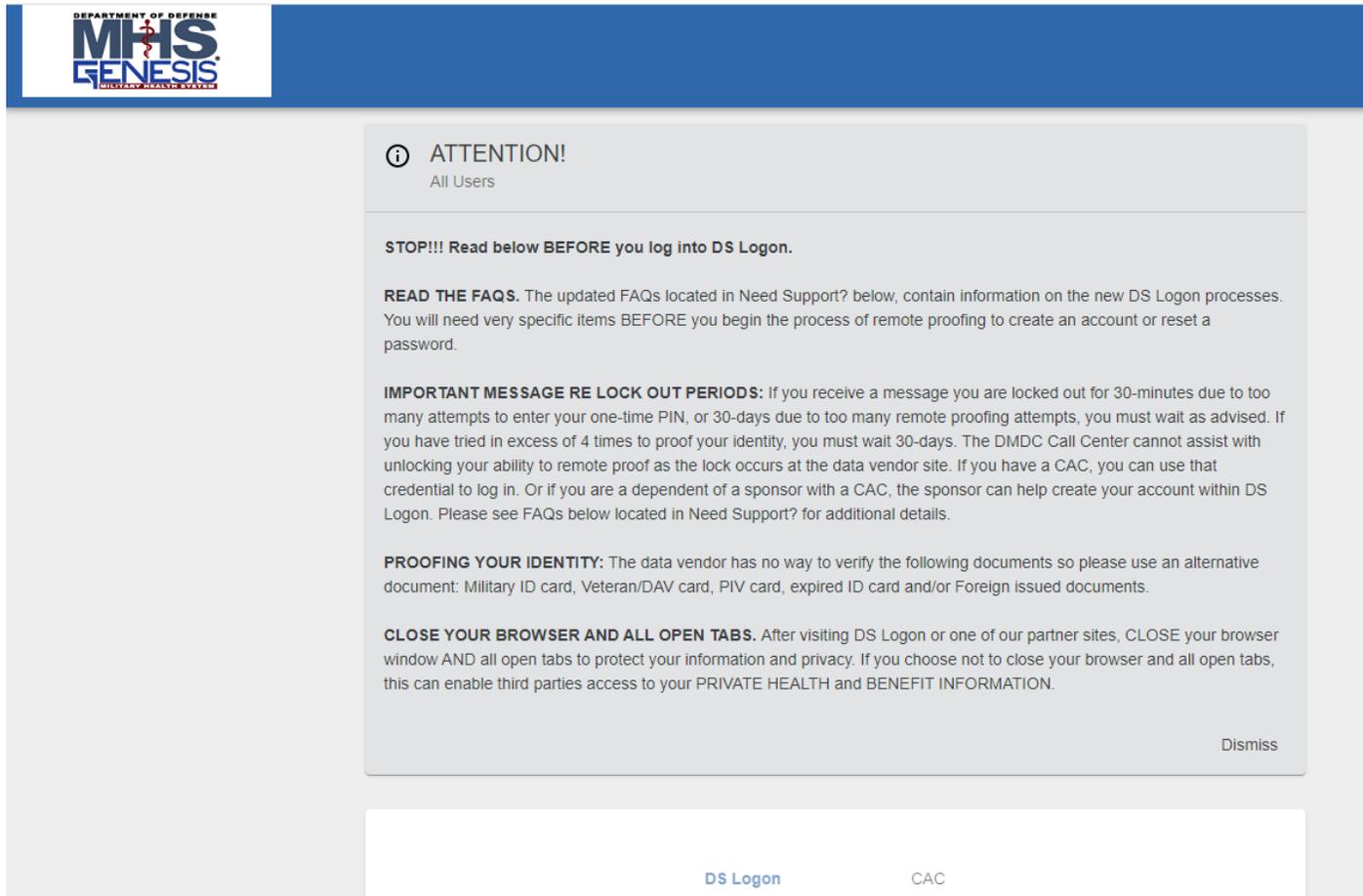




MHS GENESIS Patient Portal : Creating An Account



MHS GENESIS Patient Portal Login-Read ATTENTION! Messaging



The screenshot shows the MHS GENESIS Patient Portal login page. At the top left is the MHS GENESIS logo with the text "DEPARTMENT OF DEFENSE" above it and "MILITARY HEALTH SYSTEMS" below it. Below the logo is a blue header bar. The main content area is white and contains a grey box with an attention message. The message starts with an information icon and the text "ATTENTION! All Users". Below this is a bolded instruction: "STOP!!! Read below BEFORE you log into DS Logon." The message then contains three paragraphs of text: "READ THE FAQs. The updated FAQs located in Need Support? below, contain information on the new DS Logon processes. You will need very specific items BEFORE you begin the process of remote proofing to create an account or reset a password.", "IMPORTANT MESSAGE RE LOCK OUT PERIODS: If you receive a message you are locked out for 30-minutes due to too many attempts to enter your one-time PIN, or 30-days due to too many remote proofing attempts, you must wait as advised. If you have tried in excess of 4 times to proof your identity, you must wait 30-days. The DMDC Call Center cannot assist with unlocking your ability to remote proof as the lock occurs at the data vendor site. If you have a CAC, you can use that credential to log in. Or if you are a dependent of a sponsor with a CAC, the sponsor can help create your account within DS Logon. Please see FAQs below located in Need Support? for additional details.", and "PROOFING YOUR IDENTITY: The data vendor has no way to verify the following documents so please use an alternative document: Military ID card, Veteran/DAV card, PIV card, expired ID card and/or Foreign issued documents." The final paragraph reads: "CLOSE YOUR BROWSER AND ALL OPEN TABS. After visiting DS Logon or one of our partner sites, CLOSE your browser window AND all open tabs to protect your information and privacy. If you choose not to close your browser and all open tabs, this can enable third parties access to your PRIVATE HEALTH and BENEFIT INFORMATION." At the bottom right of the message box is a "Dismiss" button. Below the message box are two buttons: "DS Logon" and "CAC".

1. Access Link/ Internet:
<https://myaccess.dmdc.osd.mil/identitymanagement/app/login>

2. Read ATTENTION! Messages PRIOR to logging in. Failure to follow Logon instructions could result in account lockout for 30-days.

3. First time users will need to follow prompts to Register for a DS Login account.
<https://idco.dmdc.osd.mil/idco/>

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MHS GENESIS Patient Portal Login

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MHS GENESIS Patient Portal Login



Select the appropriate option and then hit "Continue".

DS Logon Registration

It is critical that you read the [DS Logon Support Documentation](#) PRIOR to creating an account. There is specific information in the Support Documentation related to account creation and items needed for remote identity proofing.

It is recommended to use Chrome or Edge. If you experience issues, make sure to clear your cookies, cache, and all browser sessions. You may need to allow pop-ups.

Please select how you would like to create your DS Logon account:

- CAC: I have my CAC with access to a card reader.
- Email Registration: I have a valid DoD ID card or CAC and a valid unique email address in DEERS. This option is recommended for Military Spouses, Retirees and their eligible Family Members who are in possession of a valid DoD ID Card.
- Remote Identity Proofing: I do not have a valid DoD ID card or CAC and will need to remote proof to verify my identity.

Continue

Cancel

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MHS GENESIS Patient Portal Login



Your "DOD ID Number" is the 10-digit number included on your military identification card.

You can also use Social Security Number.

Registration

Tell us about yourself.

Name

Date of Birth

Person Identifier



Submit

Cancel

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MHS GENESIS Patient Portal Login

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.



Accept Policy

Sign Out

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MHS GENESIS Patient Portal : Where To Find Your Assigned PCM

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MHS GENESIS Patient Portal

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards Medications Jane Doe

Appointments Settings

Tuesday, Nov 29, 2022

Select the drop down next to your name. Select "Patient Information"

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

Messages

Unread Messages (0)

Inbox

No new messages

Send a Message

Sign out

Latest Results

No information recorded

[View Results & Measurements](#)

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MHS GENESIS Patient Portal

Medical Contacts

Primary Care Physician

SMART, DOCTOR, PA

Business phone

4067314633

Scroll down to the bottom of the page until you see “Medical Contacts”. Here you will see who your assigned PCM is.

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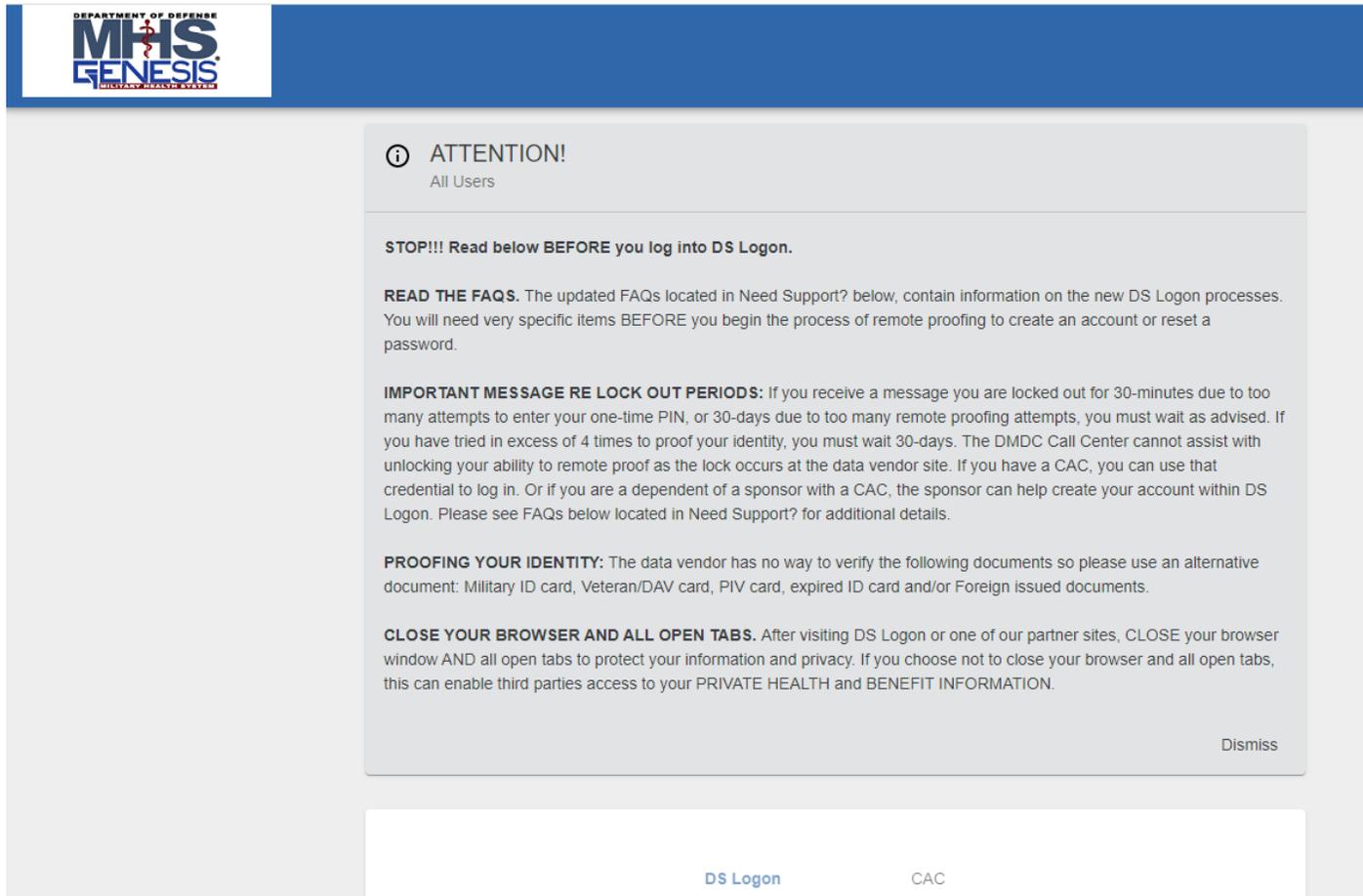


MHS GENESIS Patient Portal : Messaging Your Provider

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MHS GENESIS Patient Portal Login-Read ATTENTION! Messaging



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<https://idco.dmdc.osd.mil/idco/>

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MHS GENESIS Patient Portal Login-Select Login Type

DS Logon CAC

Username

Password

Login

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

You can also:

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

1. Select DS Logon

OR Users with a CAC may select to use it. There will be a one-time registration process if this is the first time using a CAC that is unique to the MHS Patient Portal. Please follow the prompts for this process.

2. After login in, select “Continue” on the authentication screen

DEPARTMENT OF DEFENSE
MHS GENESIS
MILITARY HEALTH SYSTEM

✓ Authentication
Authentication complete

[Continue](#)

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MHS GENESIS Patient Portal Login-Select Login Type

1. After login in, select “Continue” on the authentication screen.
2. Click “Accept Policy” to proceed.

DEPARTMENT OF DEFENSE
MHS
GENESIS
MILITARY HEALTH SYSTEM

✓ Authentication
Authentication complete

Continue

Welcome

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- 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.

Accept Policy Sign Out

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MHS GENESIS Patient Portal

MHS GENESIS Patient Portal

Home Health Record **Messaging** Appointments Clipboards Medications Jane Doe ✓

Appointments (1 of 1)

Once logged into the MHS Genesis Patient Portal, you can elect to message your provider.

Schedule a New Appointment

Allergies

No Known Allergies

Latest Results

No information recorded

View Results & Measurements

Messages

Unread Messages (0) Inbox

No new messages

Send a Message

You can select the "Messaging" tab or the "Send a Message" button.

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MHS GENESIS Patient Portal

MHS GENESIS Patient Portal

Home Health Record **Messaging** Appointments Clipboards Medications Jane Doe

Messaging

Inbox

Sent

Trash

Inbox

[Send a message](#) Arrange by ▾

The inbox contains updates or responses received from your care providers. Select Send a Message to create a message to your Primary Care Provider/PCM. Search for your primary care provider by name, location and/or specialty by typing in the search box.

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.

You can select to “Send a Message” here or you can reply to a previous message that you have received.

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MHS GENESIS Patient Portal

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards

< New Message

* Indicates a required field.

Patient Name
Doe, Jane Emily

* **To**

- Malmstrom Exceptional Family Member Program EFMP
- Malmstrom Family Medicine - Adult Clinic_Hong, Christine, PA-C
- Malmstrom Family Medicine - Adult Clinic_Michael, Bentley, MD
- Malmstrom Family Medicine - Adult Clinic_Ordonez, Alberto, PA-C
- Malmstrom Family Medicine BHOP
- Malmstrom Flight Medicine Clinic_Lemme, Robert, MD
- Malmstrom Health Promotion/Wellness Ctr HAWC
- Malmstrom Immunizations
- Malmstrom Nutritional Medicine Clinic
- Malmstrom Optometry Clinic
- Malmstrom PRAP Clinic_Ortiz, Alexander, PA
- Malmstrom PRAP Clinic_Smith, Maren, PA-C
- Malmstrom PRAP Clinic_Urbanowicz, Collin, PA
- Malmstrom Pediatrics Clinic_Brown, Jennifer, NP
- Malmstrom Pediatrics Clinic_Howell, Christina, MD
- Malmstrom Public Health Audiogram/Hearing Test
- Malmstrom Referral Management
- Malmstrom Warrior Medicine Clinic_Little, Matthew, MD
- Malmstrom Warrior Medicine Clinic_Russell, Noah, PA
- Malmstrom Women's Health Clinic

Send Cancel

Simply type in "Malmstrom" in the "To" field and then select your provider to send them a message. You will receive a response from your healthcare team within 3 business days.

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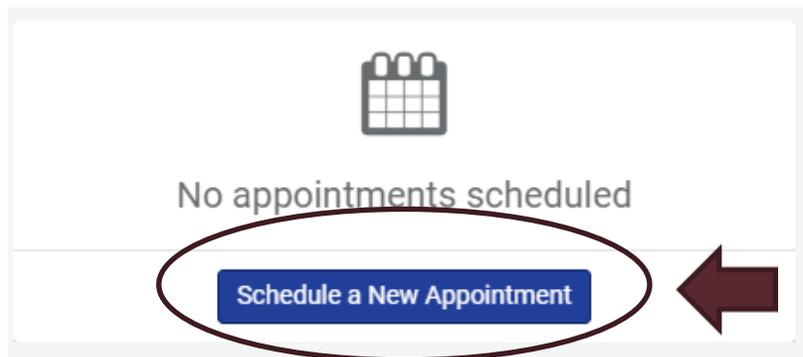
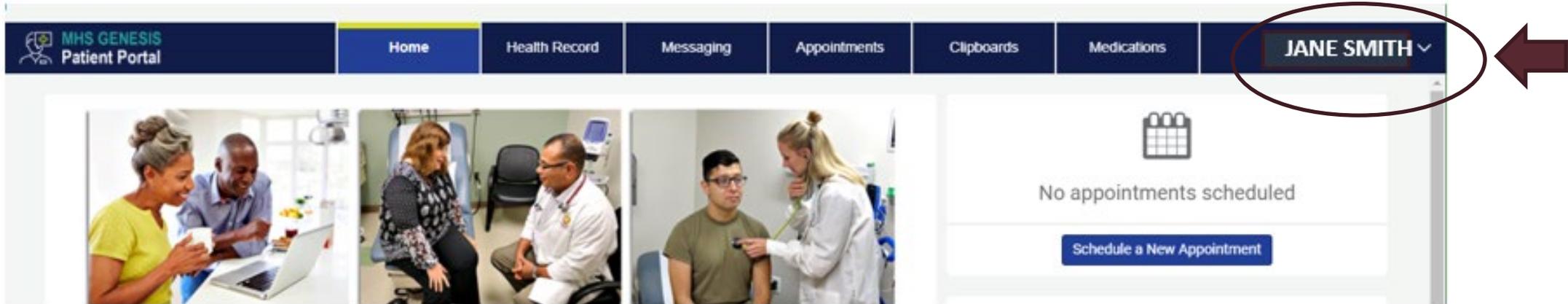
MHS GENESIS Patient Portal : Scheduling an Appointment with Your PCM

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MHS GENESIS Patient Portal Login-Navigating to Appointment Scheduler

1. Ensure you are logged in under user the appointment is being booked to.



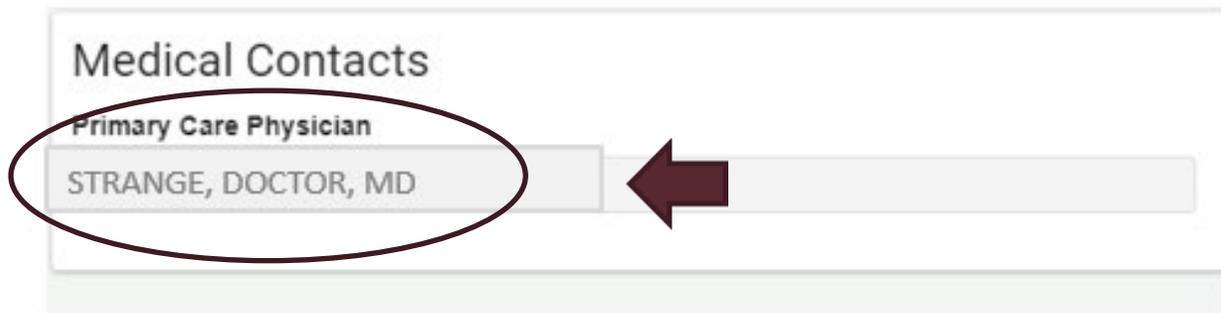
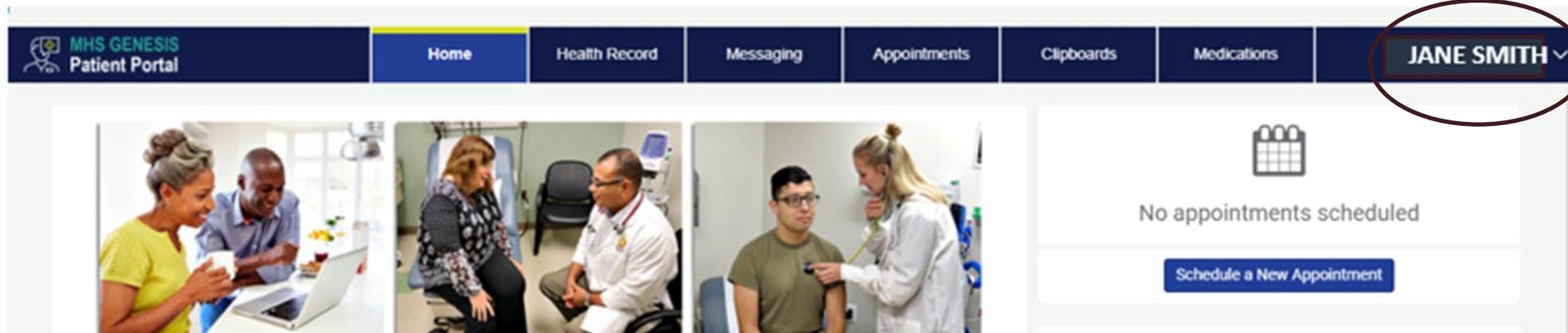
2. Click “Schedule a New Appointment”.

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MHS GENESIS Patient Portal-Verify Your Primary Care Physician (PCM)

1. Ensure you are logged in under user the appointment is being booked to.



2. Click the patient's name → “Select Patient Information”.

Scroll down the page to “Medical Contacts”. Record/write down the name of the “Primary Care Physician”. This name is **REQUIRED** to book an appointment in a later step. [Back To Top](#)



MHS GENESIS Patient Portal Booking-Selecting Your Provider (PCM)

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboard

Schedule Appointment

* Who is this appointment for?
Please select

How would you like to begin your search?
[Provider](#) Visit Reason

Choose a Provider
Please select

Search

1. “Who is this appointment for” field:
Select the dropdown for the correct patient.

2. “Choose a Provider” field:
Select your provider from the drop down selections.

If you do not see your provider listed, please contact your clinic. **Currently, some providers are bookable ONLY via your local MTF appointment line number.**

OR

Select “Visit Reason”, select the drop down box and select the clinic you wish to be seen at. Please see below for who can book into each clinic.

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

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.

- Family Medicine – Dependents & Retirees
- Flight Medicine – AD Flyers, Missileers, and TRF Members ****NOT AVAILABLE FOR ONLINE BOOKING, CALL APPT LINE (406-731-4633)**
- Military Medicine (WOMC) – AD **NOT** on FLY, PRP, or AUoF
- PRAP – PRP & AUoF
- Pediatrics – Dependents under 18

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MHS GENESIS Patient Portal Booking-Selecting a Time

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboard

< Select a Time

Start Date

Enter date in MM/DD/YYYY format.

[Advanced filters](#)

Friday, Feb 17, 2023

08:20 a.m. CST	<input type="button" value="Select"/>
11:00 a.m. CST	<input type="button" value="Select"/>
01:20 p.m. CST	<input type="button" value="Select"/>
03:10 p.m. CST	<input type="button" value="Select"/>

Wednesday, Feb 22, 2023

10:40 a.m. CST	<input type="button" value="Select"/>
02:20 p.m. CST	<input type="button" value="Select"/>

1. "Start Date" field:

Enter your requested date → Click "Apply". The advanced filters tab will also allow patients to view appointments on selected days of the week.

OR

Scroll down and select from the options listed and click "Select".

****If you selected "Telephone Visit" while scheduling your appointment, your healthcare provider will call you at the time you selected. You do not need to come into the Medical Group.**

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MHS GENESIS Patient Portal Booking: Review and Schedule Appointment

1. Please provide your PCM team with any important information as requested. If none, type N/A.
2. Provide the best method for the PCM to contact patient.
3. Review the “Appointment Selections” tab on the right-hand side to CONFIRM the correct patient/time/PCM are booked.
4. Click “Schedule Appointment”.
5. You will see the details of your appointment displayed and you are now booked! [Back To Top](#)





MHS GENESIS Patient Portal : Viewing Your Lab Results and Healthcare Records

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MHS GENESIS Patient Portal

MHS GENESIS Patient Portal | Home | Health Record | Messaging | Appointments | Clipboards | Medications | Rx Refills | Jane Doe



Appointments (1 of 1)

Tuesday, May 14, 2024

Dental Visit

To view your lab results, select the "Health Record" tab

Schedule a New Appointment

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 \(retiring 01Oct2024\)](#) | [TRICARE Mail Order Pharmacy](#)

[Interactive Customer Evaluation](#)

Allergies

GRASS POLLEN (Class)

Unread Messages (0) | Messages | Inbox

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MHS GENESIS Patient Portal

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards Medications Rx Refills

Health Record

- Medications
- Immunizations
- Current Allergies
- Health Issues
- COVID-19 Results
- Results and Measurements**
- Clinical Notes & Documents
- Procedures
- Visit Summaries
- Clinical Reports
- Health Library
- Patient Education

Vital Signs and Laboratory Results

Viewing health record for Jane Doe

Vital Signs Laboratory Results

Results of tests performed on blood, urine, or other specimens that are used to get information about a patient's health or to diagnose health conditions.

Start Date End Date

(MM/DD/YYYY) (MM/DD/YYYY)

Submit

Name and Category	Date
eGFR CKD EPI Laboratory	b 29, 2024 :11 pm DT >
RDW CV Laboratory	b 29, 2024 :11 pm DT >
Globulin Laboratory	b 29, 2024 :11 pm DT >

The info informat believe : office. C see add

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MHS GENESIS Patient Portal

The screenshot displays the MHS GENESIS Patient Portal interface. At the top, there is a navigation bar with the following tabs: Home, Health Record, Messaging, Appointments, Clipboards, Medications, and Rx Refills. The 'Health Record' tab is highlighted in yellow. On the left side, there is a vertical sidebar menu with the following items: Health Record, Medications, Immunizations, Current Allergies, Health Issues, COVID-19 Results, Results and Measurements, Clinical Notes & Documents, Procedures, Visit Summaries, Clinical Reports, Health Library, and Patient Education. The 'Clinical Notes & Documents' item is highlighted in dark blue. The main content area shows a 'Documents' section for 'Jane Doe'. It lists three documents: 'Provider Letter', 'Primary Care Note', and 'Patient History'. Each document entry includes its creation and update dates and a 'Download (PDF)' button. A red arrow labeled '1' points to the 'Health Record' tab, and another red arrow labeled '2' points to the 'Clinical Notes & Documents' sidebar item. A central text box contains the instruction: 'To view your Medical Records, select the "Health Record" tab and then select "Clinical Notes & Documents" tab.' A 'Back To Top' link is located at the bottom right of the page.

To view your Medical Records, select the "Health Record" tab and then select "Clinical Notes & Documents" tab.





MHS GENESIS Patient Portal : Refill Requests For Medication

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MHS GENESIS Patient Portal



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 \(retiring 01Oct2024\)](#) | [TRICARE Mail Order Pharmacy](#)

[Interactive Customer Evaluation](#)

Unread Messages (0)

Messages

Inbox



Appointments (1 of 1)

Tuesday, May 14, 2024

Dental Visit

After you successfully log in, click on the “Rx Refills” tab to refill a medication that you have been prescribed

Allergies

GRASS POLLEN (Class)

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MHS GENESIS Patient Portal

Refill Medications

This page is exclusively for prescription medication refills. Note that prescription data below may vary slightly from provider orders listed on the medications tab, and directions on the pharmacy label should be followed when taking medications. If a prescription is not listed, it may be unavailable, and your provider may need to renew your prescription OR the pharmacy may need to process the initial fill.

i To request a renewal of your prescription, please [visit the Medications page](#).

Viewing medications for Jane Doe

olopatadine 0.1% eye drops [5mL]
RX# 108250101130

Status	Refills Remaining	Last Refill Date	Dispense Quantity
Refillable	2	November 9, 2023	5 mL

If you have refills remaining on a medication, check the box next to the medication you wish to refill and select "Next"

Next

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MHS GENESIS Patient Portal

Confirm Pharmacy

Medications Requested

1. olopatadine 0.1% eye drops [5mL]

**Confirm the Pharmacy
you wish to fill the
prescription, select
"Submit"**

Last Pick Up Location

Ready By
Tuesday April 23, 2024 at 12:00 PM

Pharmacy Address
Malstrom AFB - Clinic Pharmacy
7300 North Perimeter Road
Malmstrom AFB, MT 59402 UNITED STATES

Details ▾

[Find alternative pharmacy.](#)

Cancel

Submit

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MHS GENESIS Patient Portal : Viewing and Renewing Medications

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MHS GENESIS Patient Portal

MHS GENESIS Patient Portal

Home Health Record Messaging Appointments Clipboards Medications Rx Refills Jane Doe



Appointments (1 of 1)

Tuesday, May 14, 2024

Dental Visit

Options ▾

Unread Messages (0) Messages Inbox

↑

After you successfully log in, click on the “Medications” tab to view a list of your current medications or to renew a medication that your on base PCM has prescribed

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MHS GENESIS Patient Portal

Medications

View and Renew Medications

Medications



Below is a list of current, active, and home medications that are listed under the providers view in the electronic medical record. This may vary slightly from pharmacy information found in Rx Refills tab. If you believe any data is incorrect, please notify your provider or healthcare team.

Click the Renew button to send a message to your provider for medications that do not have refills or are expired. Note: To REFILL a medication you may use the Rx Refills page or call the number on the medication container.

Notice: This site should not be used for emergency medical conditions or medication needs. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.

TRICARE Mail Order Pharmacy

Your pharmacy may make changes, so be sure to ask your pharmacist for exact medication instructions.

Viewing health record for Jane Doe

From this page, you can “Print” a list of your medications or “Renew” a medication.



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MHS GENESIS Patient Portal

Medications

View and Renew Medications

Prescription Renewal

This form is used to RENEW (no refills remaining) medications. Please select the medication(s) you need to RENEW and select your provider to send the renewal request to. Your provider will need to s medications that have no refills remaining. Our goal is to complete your request within 3 business days.

Note: To REFILL a medication you will need to call the number on the medication container. This action may be taken when you are within a few days of the supply remaining (1 week).

Notice: This site should not be used for emergency medical conditions or medication needs. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.

Viewing health record for
Jane Doe

* Indicates a required field.

Who do you want to send the renewal request to? *

Select a recipient



Which prescription(s) would you like to renew?

olopatadine 0.1% ophthalmic solution

Ordered By: Dr. John Smith

[Show more info](#)

After you select "Renew", you will be prompted to select the medication(s) you wish to renew. You will also need to select a provider to send the request to by typing in "Malmstrom" and selecting to appropriate provider.

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MHS GENESIS Patient Portal



Is your medication not listed? [Add medication](#)

* How should we contact you if we have questions?

By secure message

By phone (please provide number)

Additional comments



Once you have selected a provider to send the renewal to and selected the medication(s) you wish to renew, scroll down and complete the remaining questions and select "Submit". Your renewal request will be sent to your provider and you will receive a response from your provider within 3 business days.

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