



## Post Go-Live Staff Email

**SUBJECT:** MHS GENESIS is Live

ALCON:

After more than a year of planning, training, and preparation, we've implemented MHS GENESIS, our new electronic health record (EHR) at our facility. This is a significant milestone for us as health care delivery professionals in the Military Health System (MHS), which strives to deliver safe, integrated, evidence-based care across the enterprise.

Thank you to each of you for adding an extra element to your day, in terms of getting to know how to use MHS GENESIS. With any change of this scale, it requires our people to be willing and able to adapt to new processes and procedures, and I am appreciative that you've done that on top of your regular day-to-day responsibilities.

We're on our way to adopting the new system, but I recognize many of us are still figuring out how everything works. If you experience issues with MHS GENESIS, be sure to report them through the right channels, and help your peers to navigate the new EHR. Don't hesitate to reach out or ask questions. This is the time to do it. In addition, don't forget that beneficiaries may experience some disruption during this time of change. Let's do everything we can to help them understand what the new EHR means for them.

It's a pleasure to serve our patients alongside you each day. Thank you for your patience and support as we take this historical leap towards an integrated health care delivery system in the MHS.