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Department's new electronic records system, according to a survey of defense health care providers conducted by the Inspector General's Office. These digital records allow providers to share a patient's information with other providers both within and outside the military health care system. But mistakes and lapses have had

an impact on doctors' ability to provide quality patient care, according to the IG.

providers — 9.5% — responded. Among the findings:

providers to get a patient's health care records.

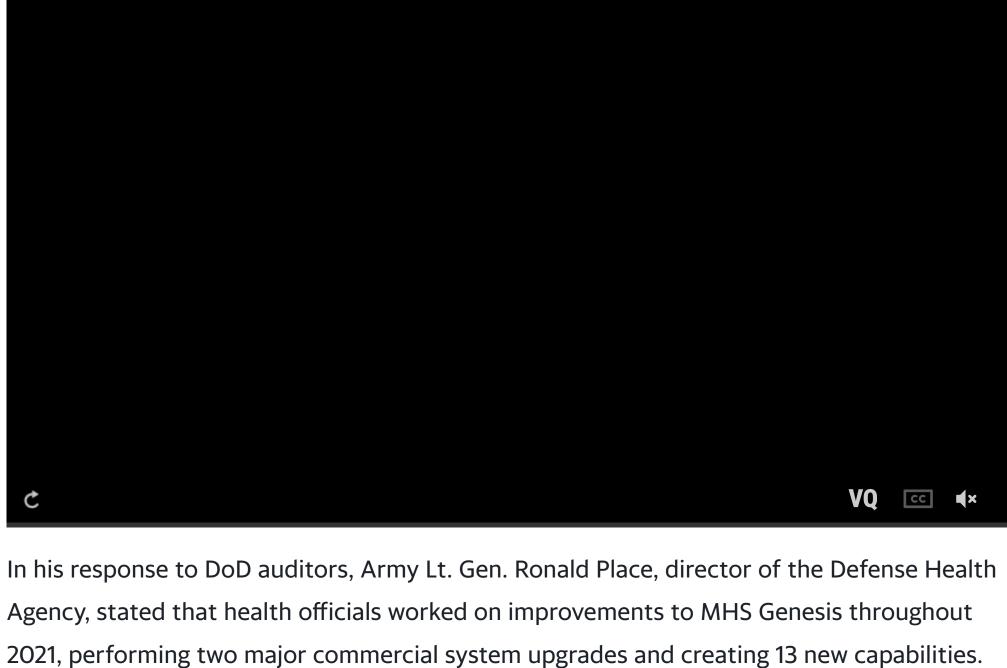
the Military Health System Genesis electronic records system.

Nearly 58% percent of the survey respondents expressed concern with the accuracy and completeness of the electronic health records, auditors found, according to a May 5 management advisory report. Conducted in October and November 2020, the survey reached 7,378 health care providers at eight military treatment facilities. Of those, 701

• 172 providers identified inaccurate or incomplete VA patient health care information in MHS Genesis. • 248 providers identified inaccurate or incomplete information in other systems used by

• 260 providers identified inaccurate or incomplete DoD patient health care information in

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That team also resolved more than 3,500 trouble tickets submitted by Genesis users, which resulted in 1,393 "user-directed" system changes, he said. Place said DHA has already started working with health care providers to assess how the

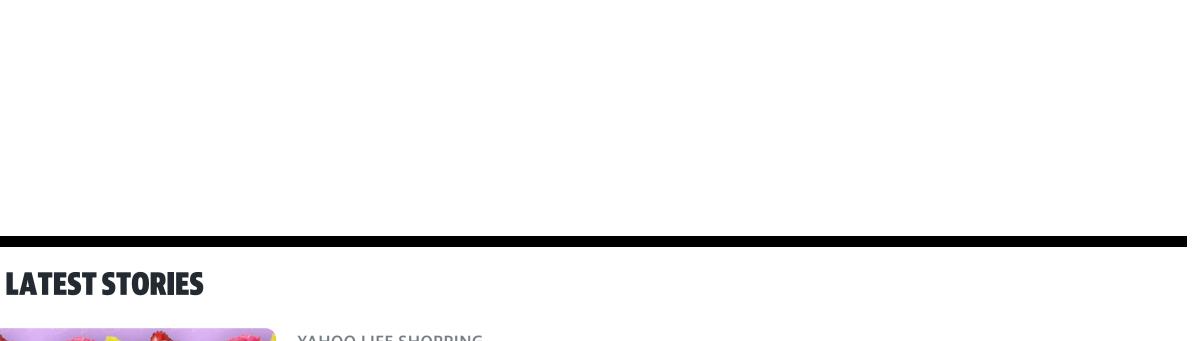
system is working for them and to determine whether the concerns highlighted in the IG survey still exist. For those that do, DHA is developing a plan to address them, he said. DoD began implementing MHS Genesis at military medical treatment facilities in 2017. By

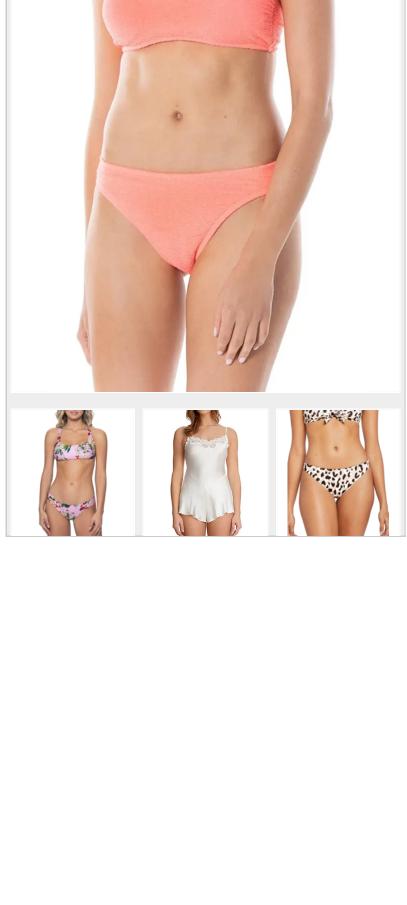
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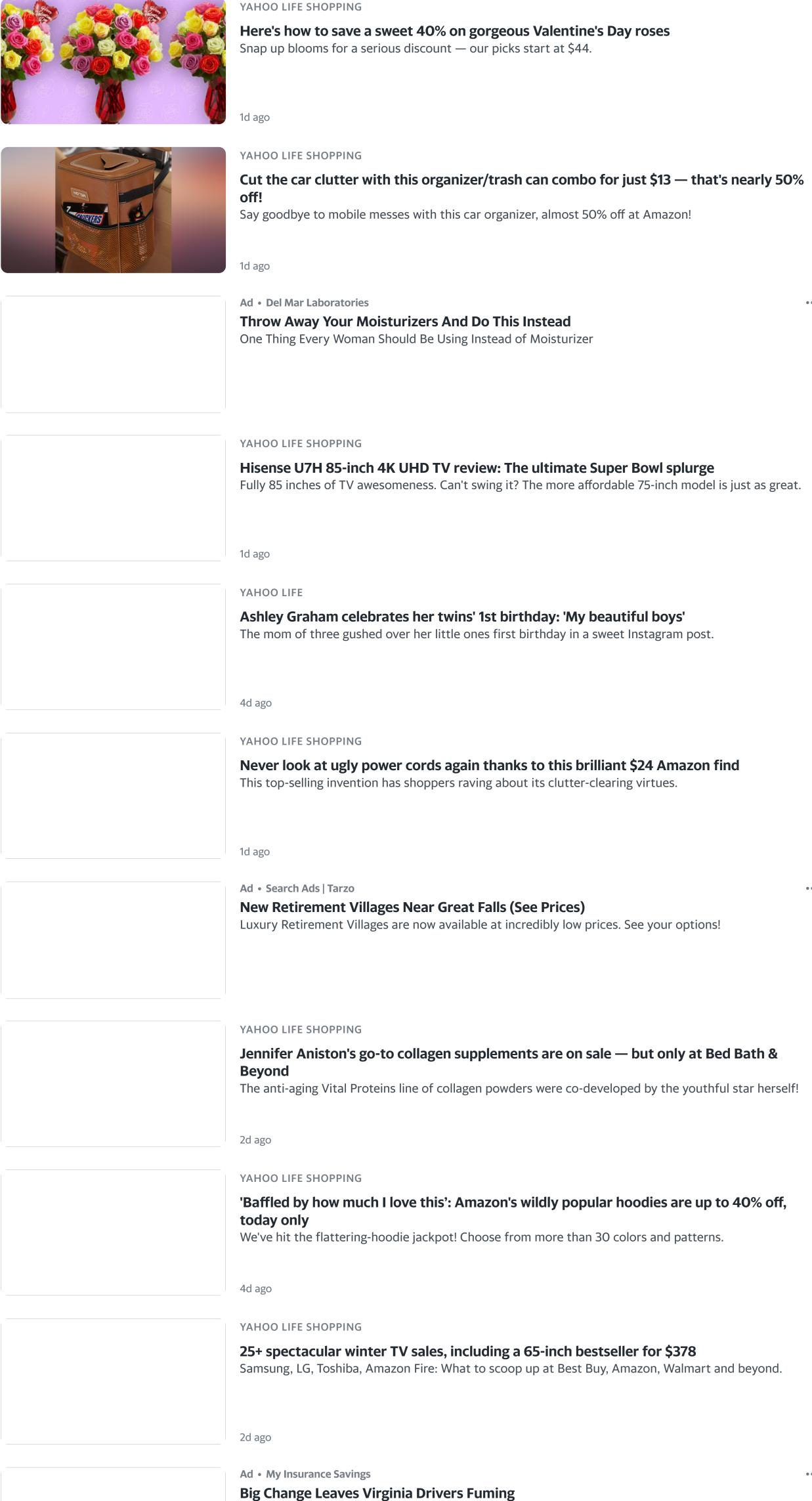
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