



**If you are experiencing shortness of breath, difficulty breathing, chest pain or pressure, loss of speech or movement seek immediate attention by calling 911.**  
 If you are experiencing (most common) Fever, Dry Cough, Tiredness (less common) aches, pains, sore throat, diarrhea, red eyes, headache, lost of taste or smell, rash on skin or discoloration of fingers or toes, please proceed with the steps below.

## Information For Patients

### FIRST LOG ON TO PATIENT PORTAL?



Set up a DS LOG ON at:

<https://myaccess.dmdc.osd.mil/identitymanagement/authenticate.do?execution=e1s1> or go to the clinic portal page to a direct link <https://cg.portal.uscg.mil/units/dol/dol-3/BA/II/SitePages/Base%20Alameda.aspx>

Upgrade to a Premium account on bottom left (if needed)

Create a user name and password or reset your username and password and log in. The next time you log in you can use your CAC or DS Log on.

Once you have logged in, you will see two tabs on top. Your profile and Websites accepting DS LOGON. Select Websites Accepting DS Logon .

Select MHS Genesis from the drop down and it will take you to your patient portal. For all future log in's please use the Portal direct link at [Portal:https://patientportal.mhsgenesis.health.mil/appointments/e-visits](https://patientportal.mhsgenesis.health.mil/appointments/e-visits) or <https://patientportal.mhsgenesis.health.mil/appointments/e-visits>

Once on the patient portal, go to the drop down on the third selection Appointments and e-visits on the left.

Select the COVID-19 Coronavirus Questionnaire and complete all questions.

Once the Questionnaire is complete, Quarantine (without symptoms)/Isolate (with symptoms) at home and contact your supervisor to notify them. The Medical officer will be in contact with you within 48 hours. Ensure your contact information is correct on the patient portal DS Login page (profile).

For any challenges accessing the Portal or completing the COVID-19 e-visit please contact DS LOG ON assistance at 1-800-600-9332. For local assistance contact HS1 Kathryn Montgomery 510-519-9938 or LT Kate Svenson 510-459-5330.

**ATTENTION ALL USERS: PLEASE READ THE BELOW INFORMATION IN ITS ENTIRETY**  
**ACTION NEEDED:** Premium features can be upgraded by yourself by logging into your DS Logon account and going to "UPDATE CONTACT INFORMATION." This will take you to a screen to replicate your own phone number and email. Please ensure your phone (or e-mail) numbers and email addresses is accurate so future security matters will be enabled soon and you won't have access to your DS Logon account if the phone number is not one you can access.  
**IMPORTANT:** After visiting DS Logon or one of our partner sites, CLOSE your browser window AND all open tabs. This will help 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



