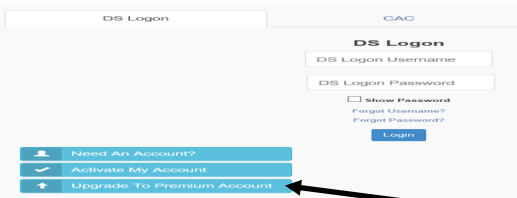




If you are experiencing shortness of breath, difficulty breathing, chest pain or pressure, loss of speech or movement seek immediate attention by calling 911.
 If you are experiencing (most common) Fever, Dry Cough, Tiredness (less common) aches, pains, sore throat, diarrhea, red eyes, headache, lost 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>

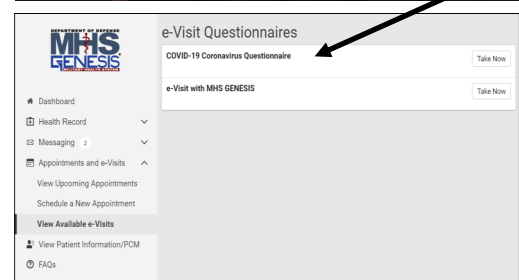
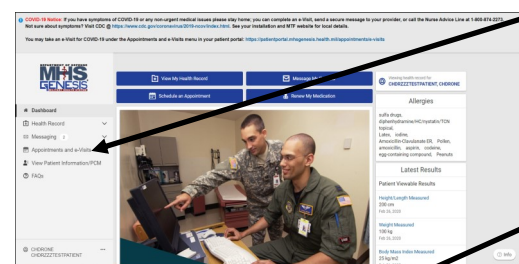
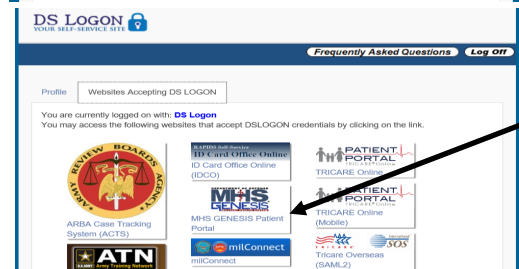
Once on the patient portal, go to the drop down on the third selection Appointments and e-visits on the left.

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: Patient Registrars 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 as 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.





Member notification to command or supervisor they are experiencing symptoms associated with COVID-19 or are a potential close contact of someone with a positive result or pending a result (see below Contact Tracing Workflow). Member should be directed to complete a COVID Screening Form on the MHS Genesis Patient Portal.

If member is identified by word of mouth and not through official contact tracing as being a close contact to a quarantined or potential positive COVID case DIRECT member to complete COVID e-Visit.

Member notifies command or supervisor-they have completed the COVID e-visit. Member should Isolate (symptoms) or Quarantine (without symptoms) until cleared by a Medical officer.

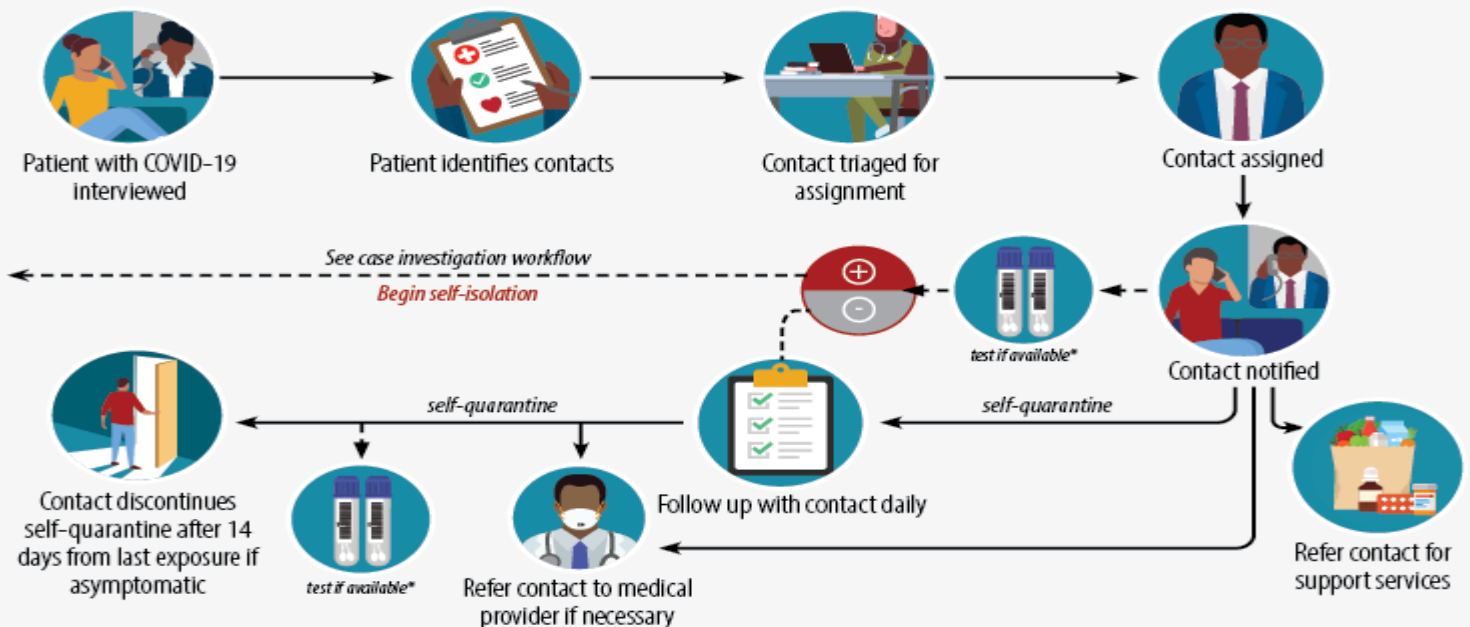
If desired but not yet recommended by Medical, commands can contact the Tiger Team at Base Alameda to request sanitation of the spaces. (Medical does not request Tiger Team initiation until contact tracing has been initiated and a positive result has been received.)

Medical will review the COVID e-visit- (most commonly within several hours but up to 48 hours on weekends or holidays). The COVID POC will contact and interview the member, notify them if they need to be tested and identify close contacts. Following this call, the Clinic COVID POC will email the Department Head with the names of the individuals, initiate the contact tracing team and send emails to any members recommended to Quarantine or Isolate and copy the supervisor and/or Department Head who will then create the memo.

All members in a common, shared workspace should be presumed a close contact and self-quarantine. A common shared workspace in a space less than 10 feet apart (e.g., adjacent cubicles, shared open space). Further, anyone in a shared space (e.g., conference room) with the COVID+ member longer than 10 minutes should be presumed a close contact. For Questions or needs regarding COVID Symptoms, close contacts with potential COVID, COVID Screening, Testing, Sanitation or issues logging into the Patient Portal please contact **HS1 Kathryn Montgomery at 510-519-3636 or LT Kate Svenson 510-437-3596.**

CONTACT TRACING WORKFLOW (COVID-19)

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/hq/updated-2020-05-14-contact-tracing.html>



*if contact tests positive or develops COVID-19 symptoms, case investigation is necessary.