



VIRTUAL APPOINTMENT PROCESS BASE ALAMEDA CLINIC



Members can schedule telehealth appointments both on the patient portal
<https://myaccess.dmdc.osd.mil/identitymanagement/authenticate.do?execution=e1s1>
or by calling the clinic front desk at 510-437-5999 option 1.

2 OPTIONS FOR VIRTUAL APPOINTMENTS – SKYPE OR TELEPHONE

OPTION 1- SKYPE

1) Download Skype to your smart device or computer using the following link:

<https://www.skype.com/en/get-skype/>

2) Create a free account for Skype using the link below:

[https://signup.live.com/signup?
licid=1033&wa=wsignin1.0&rpsnv=13&ct=1584706602&rver=7.1.6819.0&wp=MBI_SSL&wreply=https%
3a%2f%2fw.skype.com%2flogin%2foauth%2fproxy%3fform%3dmicrosoft_registration%26site_name%
3dlw.skype.com%26fl%3dphone2&lc=1033&id=293290&mkt=en-
US&psi=skype&lw=1&cobrandid=2befc4b5-19e3-46e8-8347-
77317a16a5a5&client_flight=ReservedFlight33%
2CReservedFligh&fl=phone2&lic=1&uaid=61c7c0ec03864396be45e53ac6d58a97](https://signup.live.com/signup?licid=1033&wa=wsignin1.0&rpsnv=13&ct=1584706602&rver=7.1.6819.0&wp=MBI_SSL&wreply=https%3a%2f%2fw.skype.com%2flogin%2foauth%2fproxy%3fform%3dmicrosoft_registration%26site_name%3dlw.skype.com%26fl%3dphone2&lc=1033&id=293290&mkt=en-US&psi=skype&lw=1&cobrandid=2befc4b5-19e3-46e8-8347-77317a16a5a5&client_flight=ReservedFlight33%2CReservedFligh&fl=phone2&lic=1&uaid=61c7c0ec03864396be45e53ac6d58a97)

3) Sign into your Skype account by doing the following:

- a) Open Skype and click or tap Skype name, email or phone.
- b) Enter your Skype name, email or phone and select Sign in
- c) Enter your password and select the arrow to continue.
- d) You are now signed into Skype.

4) Locate your provider and connect to your appointment.

LCDR Joel Fulkerson, Dr. Bernard Bennett USCG, LT Meridith Palo or LTJG Maxwell Kaczmarek

OPTION 2- PHONE CALL

1) At 5 min after your scheduled apt time if you have not initiated the skype call, the provider will contact the you at the phone number listed in the MHS GENESIS Profile. This information is what is currently listed in DEERS. If you would like them to call a different number please verify your DEERS information prior to your appointment.

FOR LIFE THREATENING EMERGENCIES CALL 911

FOR ACUTE CONCERNS OR ON BASE EMERGENCIES CALL THE DUTY HS AT 510-453-2729

FOR COVID RELATED CONCERNS CALL HS1 MONTGOMERY 510-519-9938

FOR ADMINISTRATIVE NEEDS OR APPOINTMENTS USE THE PATIENT PORTAL SECURE MESSAGING