

# THREE-STEP INSTRUCTIONS TO ACCESS/PRINT COVID-19 RESULTS IN PATIENT PORTAL

1. Patient Portal Home Screen, Step 1. Click on drop down arrow next to "Health Record" on left side of screen.

**COVID-19 Notice:** If you have symptoms of COVID-19 or any non-urgent medical issues please stay home; you can complete an e-Visit, send a secure message to your provider, or call the Nurse Advice Line at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. See your installation and MTF website for local details.

You may take an e-Visit for COVID-19 under the Appointments and e-Visits menu in your patient portal: <https://patientportal.mhsgenesis.health.mil/appointments/e-visits>

**DEPARTMENT OF DEFENSE**  
**MHS GENESIS**  
MILITARY HEALTH SYSTEM

View My Health Record | Message My Provider  
Schedule an Appointment | Renew My Medication

Viewing health record for [ ]

Allergies  
No Known Medication Allergies

Latest Results  
Infectious Disease  
Reason for Test?  
Pending until Nov 24, 2020, 12:25 a.m. PST  
SARS-CoV-2 PCR  
Pending until Nov 24, 2020, 02:19 a.m. PST  
View Results & Measurements

Questions about your health Record?  
Contact your healthcare team.  
Questions about your account?  
Support is available any time at (800) 600-9332

Please close your internet browser after you sign out. This is to protect your health information & privacy!

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1. Click drop down button

A. Disregard COVID "results" here, due to data lag

2. Left hand side, drop down menu now displayed. Step 2. Click on sub-folder, "Covid-19 Results".

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2. Click "Covid-19 Results"

A. Disregard COVID "results" here, due to data lag

3. Your COVID results now displayed as soon as posted in GENESIS. Step 3. Click on "Print" button if hard copy needed.

**COVID-19 Notice:** If you have symptoms of COVID-19 or any non-urgent medical issues please stay home; you can complete an e-Visit, send a secure message to your provider, or call the Nurse Advice Line at 1-800-874-2273. Not sure about symptoms? Visit CDC @ <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. See your installation and MTF website for local details.

You may take an e-Visit for COVID-19 under the Appointments and e-Visits menu in your patient portal: <https://patientportal.mhsgenesis.health.mil/appointments/e-visits>

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## COVID-19 Results

3. Click "Print" button.

Viewing health record for [redacted]

### Covid-19 Laboratory Results

**SARS-CoV-2 PCR**  
Not Detected  
Date: Nov 22, 2020 12:25 p.m. PST  
[Show more info](#)

**SARS-CoV-2 PCR**  
Negative  
Date: Jul 18, 2020 01:39 p.m. PDT Reference Range: Negative  
[Show more info](#)

< Previous Next >

- Dashboard
- Health Record
- Health and Immunizations
- Results & Measurements
- Documents
- Medications
- Procedures
- Visit Summaries
- Radiology
- Pathology
- Clinical Notes
- Covid-19 Results**

4. Screenshot of Printed Results:

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Patient Name: Last, First Middle E

## COVID-19 Results

### Covid-19 Laboratory Results

**SARS-CoV-2 PCR**

**Not Detected**

Date: Nov 22, 2020 12:25 p.m. PST

Ordered By: FREDERICK, DANIEL E

Note: Nov 22, 2020 02:19 p.m. PST

Reference Range: NOT DETECTED or NEGATIVE

Interpretation: 2019-nCoV POSITIVE or DETECTED indicates nucleic acid from 2019-nCoV/SARS-CoV-2 was detected and requires reporting to CDC and Preventive Medicine immediately. INCONCLUSIVE indicates that not all targets were positive and the lab will coordinate for additional testing instructions. NOT DETECTED or NEGATIVE indicates no 2019-nCoV/SARS-CoV-2 RNA was detected within the limitations of the test. INVALID indicates that the test result was not valid, collect a new specimen from the patient.