

How to Obtain COVID-19 Lab Results Performed At Madigan Army Medical Center

1. MHS Genesis Patient Portal – internet copy (most preferred option)^{1,2}:

- a. Log in to <https://patientportal.mhsgenesis.health.mil/> with a Common Access Card using a computer with a card reader; select Health Record -> COVID-19 Results.
- b. Alternatively, you can access the website without a CAC using a DS Logon account after creating a username and password at <https://www.dmdc.osd.mil/identitymanagement>.
- c. For more information, see <https://madigan.tricare.mil/Getting-Care/MHS-GENESIS-Your-Health-Electronic-Record>.

2. MAMC Outpatient Records/Patient Administration Division (PAD) Office – digital/fax copy²:

- a. Call Outpatient Records/PAD to verify your identity, then e-mail or fax a DD Form 2870 (see instructions in paragraph 3b below) authorizing release of your or your family's lab results.
 - i. Phone: (253) 968-1825, 968-0004, 968-4274 (24/7), 968-3230, 968-0631, 968-1795
 - ii. Fax: (253) 968-2479/1637
- b. Digital copy of results will be encrypted – you can receive it either by government e-mail, using a device with CAC/reader, or by secure drop-off at <https://safe.apps.mil>, without a CAC/reader.
- c. Alternatively, provide a fax number to which a copy of the lab results can be faxed.

3. MAMC Outpatient Records – printed copy (least preferred option)²:

- a. Pick up a copy of lab results in person at MAMC. Before coming, call ahead (see paragraph 2a) to confirm that your lab results are negative – otherwise, if your lab results are positive, you may risk spreading COVID-19 when entering the hospital premises.
 - i. Location: MAMC room 1-63-12 (located near the inpatient pharmacy)
 - ii. Hours: 0800 – 1500, Mon – Fri (1130 – 1200, closed for lunch)
 - iii. Weekends/holidays/after hours: contact MAMC Patient Logistics Center at (253) 968-4274, MAMC room 2-92 (located near ward 2S)
- b. Required documentation:
 - i. DD Form 2870, "AUTHORIZATION FOR DISCLOSURE OF MEDICAL OR DENTAL INFORMATION" (*form downloadable from <https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2870.pdf>*) filled out and signed by every individual 18 y/o or older requesting results. For children Under 18 y/o, parents/guardians/sponsors will fill out and sign a DD Form 2870 on behalf of each child whose records are to be released to the parents/guardians/sponsors.
 1. Complete Sections I, II, and III.
 2. Block 6 = "Madigan Army Medical Center"; block 8 = "COVID Test Results".
 3. If possible, fax/e-mail the forms to the office so results can be pulled/printed ahead of time.
 - ii. Military/Beneficiary ID (photocopy ok) corresponding to each DD Form 2870 above.

¹ All service members and dependents requiring a negative COVID-19 test for OCONUS travel (Korea, Japan, Germany, etc.) are required to receive an official copy of test results from MAMC Outpatient Records/PAD (option 2 or 3 above).

² Individuals with positive COVID-19 lab results will be contacted by MAMC Dept of Public Health the following day for contact tracing and will be provided instructions/recommendations for quarantine, isolation of close contacts.