



MTF Name Here 



Patient Portal Secure Messaging FACTS AND E-REGISTRATION VIA CAC CARD

What is Patient Portal Secure Messaging?

Secure Messaging, also known as Patient Portal Secure Messaging, is a confidential online healthcare messaging system that allows patients to communicate directly with their healthcare team. *In accordance with the Privacy Act of 1974 (Public Law 93-579)*, this notice establishes the purpose and means for collecting Personally Identifiable Information (PII) related to the Patient Portal Secure Messaging System. Patient Portal Secure Messaging also informs you of the purpose of this authorization and how it will be used.

What services does Patient Portal Secure Messaging provide?

- Communicate online with your healthcare team about **non-urgent, non-emergent** medical concerns
- Request appointments
- Cancel appointments
- Request medication renewals
- Receive test and lab results
- View records
- Attach documents for your provider to view
- Request referral renewals or get answers to referral questions
- Request a copy of immunization records
- Access a large library of patient education materials

Why is Patient Portal Secure Messaging good for you?

Secure Messaging empowers you to be more engaged with your healthcare team regarding your health, treatment plan and preventive services. We value your time. To help you communicate with your team, Patient Portal Secure Messaging:

- Is accessible 24 hours a day
- Facilitates pre-planning and supports personal time management needs
- Allows you to receive written advice that might otherwise have been forgotten or misunderstood
- Avoids long wait times on the phone and/or playing “telephone tag” with the healthcare team
- Minimizes the inconvenience of traffic, parking, or lost days at work

Who can use Patient Portal Secure Messaging?

Any of the Medical Group’s enrolled beneficiaries can use Patient Portal Secure Messaging. That means that once patients have registered, they will remain in the system.

Is your privacy protected?

Your information and messages are only accessible by you and your healthcare team. When using Patient Portal Secure Messaging, a secure connection is established with your browser to ensure personal information is encrypted and coded for transmission and storage. In addition, Patient Portal Secure Messaging complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). [Authority: Public Law 104-191 104-191; E.O. 9397 (SSN), as amended; DoD 6025.18-R]. Finally, once enrolled, this registration form and its contents are destroyed.

Who can use this e-Registration?

You are eligible to use Patient Portal Secure Messaging if you are assigned a primary care provider or doctor at your local military medical clinic.

How do I register?

As an OPTION to Face-to-Face registration, fill out this E-registration form and submit it electronically to your MTF’s Patient Portal Secure Messaging designated email address listed below. In addition, you must use your military email address on your CAC- enabled computer with a digital signature to complete this form. Once you are done filling out the form, save it to your desktop and then email it to the MTF POC. Please encrypt your email prior to sending.

MTF return email here 

Important: After submission, you will receive an e-mail from RelayHealth asking you to complete the registration process online. RelayHealth is the company the Air Force uses to manage Patient Portal Secure Messaging.

To learn more about Patient Portal Secure Messaging go to the AFMS website: <http://www.airforcemedicine.af.mil/MiCare>

If you have technical questions or need help with your Secure Messaging account, please contact RelayHealth Customer Support at 1-866-735-2963 (866- RelayMe).

What is my clinical team’s response time when I submit a Message? The Air Force has determined that a response to all Patient Portal Secure Messaging messages will be sent within one business day (8 hour period).

Full Name:	<input type="text"/>	Date of Birth:	<input type="text"/>	Gender:	<input type="text"/>
DoD ID (Found on Back of CAC ID and Front of Dependent ID):			Zip Code:	<input type="text"/>	
Personal Home E-Mail Address:			Provider/PCM (if known):	# of Child Dependents (if any):	
Do NOT digitally sign this form until all of the required information is complete					

CLINIC USE ONLY

Patient ID Verified:

Date:

Staff Initials:

E-mail Invitation Sent:

Date:

Staff Initials:

Information on this form is collected for local MTF Patient Portal Secure Messaging registration purposes only for Patient Portal Secure Messaging Registration. Final disposition of form/contents resides at the MDG and is protected IAW Privacy Act of 1974 (5 U.S.C. Section 552a) and in accordance with AFMAN 33-363, *Management of Records*, and are disposed of IAW the Air Force Records Disposition Schedule (RDS). Destroy form and or shred per local MTF or DoD procedures after processing.