What the Pharmacy can do for you through Secure Message:

1. Securely Message the Pharmacy Team
2. Answer medication related questions
3. Start a prescription transfer request
4. Activate / Fill prescriptions

Tricare Online:
https://tricareonline.com

Secure Messaging:
https://app.relayhealth.com

Appointment Line:
(Leave message for Pharmacy)
478-327-7850

ADDRESS
78th Medical Group Pharmacy
655 Seventh Street, Bldg 700
Robins AFB, GA 31098

Phone: 478-327-8023
Fax: 478-327-8170
**STEP 1: Register for Secure Messaging**

1. Simply go to the Home page (https://app.mil.relayhealth.com) and select “Register Here”. If you previously have registered for an account and forgot your user name or password, just click on “Start Recovery” and you’ll be taken though a series of questions to recover your information.

2. Click register as a “Patient”. Once you have completed the patient information, your account set-up will be complete.

**STEP 2: Connect with Robin's AFB Pharmacy**

1. After logging into TOL Secure Patient Messaging, click on the “Providers” tab on the top of the screen.
2. You will see all current providers that you are connected to (if any). To add the Robins Pharmacy Clinic, click on “Add Provider or Facility…”
3. Now (1) type “Robins” in the provider’s Provider/Facility search box, then (2) type “31098” for the zip code then (3) click Search.
4. You may see several Robins results but you’ll need to select “Robins AFB, Pharmacy”
5. Once you have selected the pharmacy, a message will go to the office letting them know that you have requested a connection. At this point your request will remain in a “pending” state until you are approved by the pharmacy.

**STEP 3: Send a Message to Pharmacy**

Once you have been approved to connect to your provider or clinic, you can now compose and send a message.

**Note:** Attachments must be 5MB or less. More than one attachment can be sent per message. Acceptable document types include: .jpg, .xls, .doc, .pdf and others. Attachments can only be sent on new messages for the following message types: webVisit, Message Your Provider/Care Team and Message Office Staff.

1. To send a message to your provider or care team, click on “Messages”.
2. Click on “Compose”; select yourself as a patient, then select your provider. You’ll now be prompted to acknowledge that the secure message you are about to send is a non-urgent message. Should you have an emergency, call 911 or visit your nearest emergency room. Click “Yes, I understand”.
3. Chose the type of message you want to send from the subject dropdown.
4. Compose your subject and message. To add a document or photo to the message, click on the paperclip icon located in the top right corner of the New Message screen. When the message is complete, click “Send”.
5. Once the message has been sent, you'll see a confirmation message letting you know that the message has been sent and to expect a response from the office in one business day.

**Welcome to Your Healthcare Portal**

A secure portal for patients and healthcare teams to collaborate and share information.

- By clicking “Register Here”, you agree to the End-User Agreement.
- Please set a password and username.
- Click “Register Now” to have an account.
- If you need assistance, please contact the Help Desk at 1-800-777-7322.

**Thank you for choosing RelayHealth.**

**By clicking “Register Here”, you agree to the End-User Agreement.**