

48th Medical Group



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

What is Patient Portal Secure Messaging?

TOL Patient Portal Secure Messaging, formerly known as MiCare, is a confidential online healthcare messaging system that allows patients to communicate directly with their healthcare team. Your information from your electronic health record will transfer directly into your personal health record (PHR). *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. Secure Messaging also informs you of the purpose of this authorization and how it will be used.

What services does 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
- 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 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, 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

How do I login once I've accepted the invitation?

<https://app.mil.relayhealth.com/>

Who can use Patient Portal Secure Messaging?

Any of the Medical Group's enrolled beneficiaries can use Secure Messaging. Secure Messaging is implemented DoD-wide. That means that once patients have registered, they will remain in the system and have their records travel with them in the event of a PCS or relocation.

Is your privacy protected?

Your information and messages are only accessible by you and your healthcare team. When using Secure Messaging, a secure connection is established with your browser to ensure personal information is encrypted and coded for transmission and storage. In addition, 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 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 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. Please encrypt your email prior to sending.

Important: After submission, you will receive an e-mail from the 48th Medical Group asking you to complete the registration process online. You must accept the invitation.

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

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) or <https://app.mil.relayhealth.com/PatientSelectContact.aspx>

What is my clinical team's response time when I submit a Message? Secure Messaging allows up to 24 business hours for a timely response; however, the response time can vary from 0-3 days, if you include weekends/holidays/goal days/ family days.

Full Name:	Date of Birth:	Gender:
DoD ID (Found on Back of CAC ID and Front of Dependent ID):	Zip Code:	
Personal Home E-Mail Address:	Provider/PCM (if known):	# of Child Dependents (if any):

For authentication, verification and consent purposes, please sign digitally above.

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 Secure Messaging registration purposes only for 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) located at <https://www.my.af.mil/gcss-af61a/afirms/> Destroy form and or shred per local MTF or DoD procedures after processing.