

Frequently Used Phone Numbers

Appointment Line — 325-696-4677
Behavioral Health Optimization Program (BHOP) — 325-696-4754
Bioenvironmental Engineering — 325-696-2325
Case Management — 325-696-4863
Dental — 325-696-2304
Disease Management — 325-696-1311
Family Advocacy Program — 325-696-5380
Flight Medicine — 325-696-5490
Health & Wellness — 325-696-4140
Humana Military — 1-800-444-5445
Immunizations — 325-696-1788
Laboratory — 325-696- 2301
Mental Health — 325-696-5380
Optometry — 325-696-4438
Patient Administration — 325-696-3649
Patient Advocate — 325-696-2337
Patient Records— 325-696-4720
Patient Safety Manager — 325-696-3543
Pediatrics — 325-696-4677
Pharmacy — 325-696-4677
Pharmacy Refills — 325-696-1585
Physical Therapy — 325-696-5451
Public Health — 325-696-5478
Radiology/X-Rays — 325-696-2375
Referrals — 325-696-2177
Utilization Management — 325-696-1553
Women's Health — 325-696- 5432

7th Medical Group



eHealth Guide

*Access to your PCM
and
Health Information
is
Only a Click Away*

(Current June 2013)

My Individual Medical Readiness Status (MyIMR)

MyIMR allows **Active Duty members** to check status of/print AF Form 469, *Duty Limiting Condition Report* (profile). Moreover, they can access/print immunization records for themselves and family members under 17 years old.

Benefits

- Update IMR requirements
- Complete Pre- and Post-Deployment Health Assessment
- Print shot records
- Check status/print profile

Using MyIMR

1. Using CAC, go to: <https://imr.afms.mil/imr/AppDir.aspx>
2. To complete Deployment Health Assessment Forms, click on the applicable selection from the webpage.
3. To access immunization records, readiness or profile status, click “My Individual Medical Readiness Status.”
4. Click the applicable field: immunizations (a), readiness (b), or profile (c).

Immunizations				
Immunization	Series	Date	Next Due	
Hep A	2	6 Dec 2011		
Hep B	1	14 Mar 2011	Pos Titer	
Influenza	3	31 Aug 2012	1 Sep 2013	
MMR	1	14 Mar 2011	Pos Titer	
Polio	1	11 Apr 2011		
PPD	1	11 Apr 2011		
Td	1	11 Apr 2011	11 Apr 2021	
Varicella	2	6 Jul 2011		

View DD2766c View Worksheet

Medical Readiness					
Overall Status: Current					
PHA	Dental	Labs	Profile	Med Equipment	Other
Current	Current	Current	Ready	Current	
Web HA: 5 Sep 2012	Dental Class: 1	Blood Type: A	Restriction: No	GMI Required: No	ANAM Date: -
Interval History: 6 Sep 2012	Dental Date: 9 Apr 2013	RH: Negative			
DD2766 Review and Update: 6 Sep 2012		Sickle Cell: Negative			
Provider Review/Signature: 20 Sep 2012		G6PD: Normal			
Last In-Person Visit: -		HIV Date: 30 Apr 13			
		DNA: On File			AF422a

*** ACTIVE DUTY ONLY - CAC Access Required ***

MiCare (RelayHealth)

MiCare (RelayHealth) provides a secure patient portal to ensure easy and private online communications in order to connect beneficiaries to their health care team.

Benefits

- Direct communication with provider
- Request prescription refills, test results, labs

How to Enroll

1. To register, fill out the MiCare Access Request Form provided at your clinic’s front desk or go to the Patient Administration desk.

NOTES: You **must** be assigned to a Military Treatment Facility Primary Care Manager (PCM) in order to register and you must register in person so staff can verify your home email address.

2. An email from **RelayHealth** will be sent to the email address provided. **TIP:** If you **do not receive** the email, check you email’s “Trash” or “Junk” file to retrieve the request. If you are still unable to find the message, call the clinic.

3. Open the Registration Completion message. Click on the first blue link about halfway down the page.

4. Once the webpage opens, enter your birthday and click “Next.” Set your User ID and Password (**erasing** the automatically generated User ID and set the one you want). **Recommendation:** Use your email address as your User ID.

5. Skip the “Benefits Information” section, select the “I agree to Terms of Use” box and click “Next.”

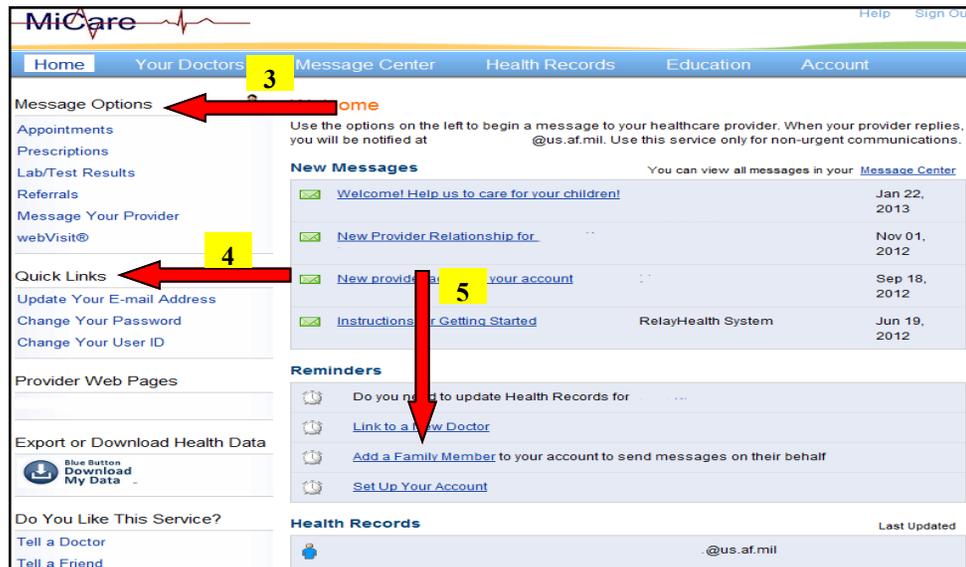
6. At the bottom of the Congratulations page, click “Take Me to My Home Page.”

Using MiCare (RelayHealth)

1. Go to www.relayhealth.com and click “Sign In” at the top right of the webpage.
2. Enter your User ID and Password. Then, click Sign In.



3. To request appointments, prescriptions, lab results, referrals or message (email) PCM, select the appropriate link under “Message Options.”
4. To update your email address, password or User ID, the appropriate option under “Quick Links.”
5. To add a Dependent, select “Add a Family Member” under “Reminders.”



- 5a. Fill out the required “*” information and click “Save.”

NOTE: Health Insurance and Guarantor Information not needed.

- 5b. To add additional dependents: After selecting “Save” add the additional names, then click “I’m Finished Adding Patients.”

- 5c. Go to the “Link Patient to Doctors” tab at the top of the page, select the dependent you want to link, click “Add a Doctor.”

5d. Enter the dependent's PCM/provider's name.

Setup Wizard

1. Add or Remove Patients 2. Link Patients to Doctors 3. Done

FIND A DOCTOR OR CLINICIAN

Simple Search Advanced Search

Enter your child's PCM name here

Doctor's Last Name

Near ZIP/Postal Code

Searches within 50 miles of this ZIP/Postal Code

Search Cancel

Then click 'Search'

NOTE: It is unnecessary to select a PCM/provider for yourself, as this was done during the registration process.

5e. Enter the doctor's last name, click "Search," select the dependent's provider name from the dropdown box, then click "Select this doctor."

TIP: To add additional dependents, repeat steps 5c through 5e.

5f. Once all dependent's providers have been updated, click "I'm finished Adding Doctors."

5g. Within 3 business days, a notification email will be sent notifying there is a Secure Message on your MiCare account.

TRICARE.mil

TRICARE.mil allows beneficiaries to access their TRICARE eligibility information.

Benefits

- Check eligibility, costs, plans, referral status
- Access PCM Change form
- Verify covered services

Using TRICARE.mil

1. Go to www.tricare.mil from your web browser and enter the required information under "Answer Three Questions," then click "Submit."

2. On the next page, to find a doctor, review health plans/covered services, check the status of a referral, enroll online, or update DEERS information, click on the applicable link.

TRICARE Online (TOL)

TOL allows beneficiaries to access their health information.

Benefits

- Book appointments directly
- Access health information
- Request prescription refills
- Identify your personal PCM
- Benefits and services information
- View test results and labs

How to Enroll

1. Go to www.tricareonline.com from your web browser and click on “Log In.”
2. On the next page, select the option which best fits your capabilities:
 - [Common Access Card \(CAC\)](#) - Active Duty Members
 - [Defense Finance and Accounting Service \(DFAS\)](#) - Veterans
 - [Defense Enrollment Eligibility Reporting System \(DEERS\)](#) - Dependents
3. Or hit **“Register”** if you are a new user. **NOTE:** If you are experiencing issues with registering, click “Help Center” at the top of the page; then, “Registration Information” on the next page.

Access TRICARE Online using DS Logon, CAC, or DFAS myPay Pin Login below

DS LOGON Department of Defense Self-Service

DS Logon Username
DS Logon Password

[Forgot DS Logon Username?](#)
[Forgot DS Logon Password?](#)

Login

CAC Common Access Card

Login

DFAS myPay PIN Defense Finance and Accounting Service

MyPay Login Id
MyPay Password

[Forgot DFAS MyPay Login Id?](#)
[Forgot DFAS MyPay Password?](#)

Login

New Users → **Need a DS LOGON?** **Register**

Have a DS LOGON activation letter? **Activate**

Need to upgrade your DS LOGON? **Upgrade**

Need to manage your logon profile settings? **Manage**

4a. To view lab results, a list of medications, list of allergies, or print your health summary, click on “Blue Button” from the Home page.

Welcome to TRICARE Online

Your Family's Sponsor is: John Doe (DOB 1 Jan 60)

Name: John Doe | Date of Birth: 1 Jan 60 | Gender: Male | Primary MTF: [None]

Family Member list last updated: 5/6/13 9:40 AM

APPOINTMENT CENTER

Schedule, view, and cancel appointments as well as set up email and/or text message reminders for yourself, other adult family members, or minor children under 18 years of age.

MTF Site Message: The Bergquist Gate is closed indefinitely, please allow additional travel time. Please arrive 15 minutes prior to your appointment.

Book an Appointment

For who: [Me] | Reason: [Appointment Within Next 24 Hours] | **Search**

Blue Button

Securely view, download, print, or share your lab results, allergy profile, medication profile, problem lists, and encounters here.

Rx Refill

Refill your prescriptions for MTF pick-up, check your prescription status, or access TRICARE Mail Order Pharmacy (TMOP).

Secure Messaging

Communicate securely with your primary care provider team by selecting your respective Service link.

Health Risk Assessments

Complete your required Service related assessments online.

4a (points to Blue Button icon)

4b. On the next screen, select the option desired.

Welcome to TRICARE Online

Your Military Treatment Facility is 59th Med Wing-Lackland

DOB: 1 Jan 60 | SSN: ***-**-1234

Blue Button Download My Data

You are viewing information available within your Electronic Health Record (EHR). This information cannot be modified using TRICARE Online.

Laboratory Results

Lab Test	Lab Type	Date/Time Collected
hCG Qual	Chemistry/Hematology	20 Feb 2013 @ 1103
Urinalysis Panel	Chemistry/Hematology	17 Dec 2012 @ 0921

Medications

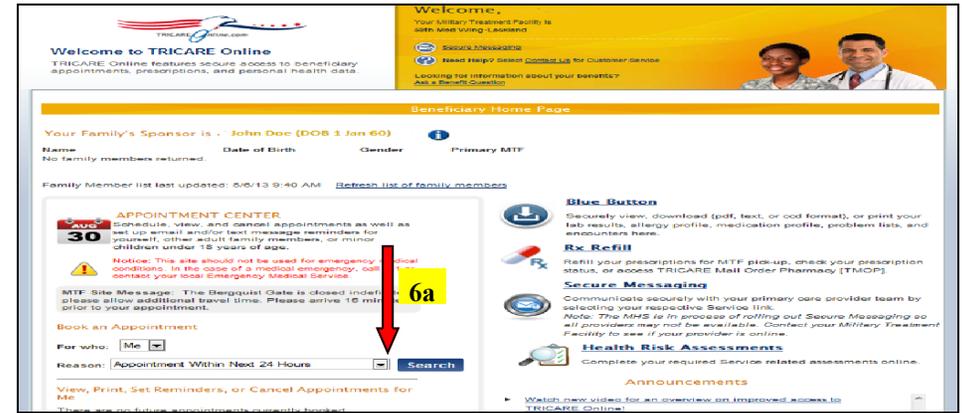
Refill?	Rx Number	Medication	Order Date	Last Fill Date
<input type="checkbox"/>	WW2102925	Meloxicam (Mob...	13 Nov 2012	13 Nov 2012
<input type="checkbox"/>	WW2102925	Adapalene (Dif...	31 Aug 2012	31 Aug 2012

Allergies

No Allergy data found.

TIPS: To quickly fill prescriptions from this screen, check the box next to the medication and click “Refill checked prescriptions.”

5a. To fill prescriptions from the Home page, click “Rx Refill.”



5b. On the next page, select the tab at the top for a “refill Prescription,” “Prescription Status,” “TRICARE Mail Order Pharmacy” (as applicable).

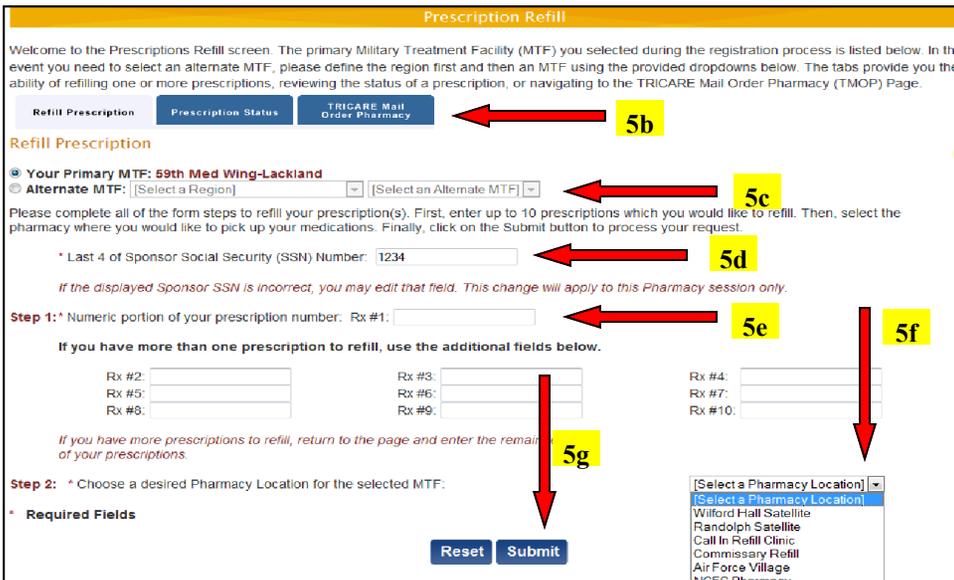
5c. Your current facility will automatically be selected. To change the facility pickup location, click on “Alternate MTF,” then select the region and facility.

5d. Verify the last 4 of the Sponsor Social Security Number.

5e. Enter the numeric portion of the prescription (up to 10 prescriptions).

5f. Choose pharmacy for pickup.

5g. Click “Submit.”



6a. To schedule a non-emergency appointment, under the “Appointment Center” select the reason for the appointment from the dropdown box, then click on “Search.”

6b. On the calendar, click on your desired appointment time.

