



U.S. AIR FORCE

MiCare Me! Guide to Patient Success



- Send Messages To Medical Providers
- Schedule/Cancel Medical Appointments
- Schedule/Cancel Appointments for Dependents
- Request Lab or Test Results
- Request Prescription Refills
- Robust Patient Education Library
- **You Must Acknowledge Relay Health Email Once Invited (Be sure to check Spam just in case).**

This is a non-production system (DEMOWEB01 [v 11 . 1 . 0 . 98313]) -Click for details-

MiCare

Home Your Doctors Message Center Health Records Account

Message Options

- Appointments
- Prescriptions
- Lab/Test Results
- Message Your Provider
- webVisit@

Quick Links

- Update Your E-mail Address
- Change Your Password
- Change Your User ID

Welcome Buster

Use the options on the left to begin a message to your healthcare provider. you will be notified at nomail@no-mail.com. Use this service only for non-u

New Messages You can view all mess

<input checked="" type="checkbox"/>	RE: Referral	Juan Uribe for Aubrey Huff
<input checked="" type="checkbox"/>	RE: Immunization Request	Juan Uribe for Aubrey Huff
<input checked="" type="checkbox"/>	RE: Immunization Request	Juan Uribe for Aubrey Huff
<input checked="" type="checkbox"/>	Online Patient Accepted	Aubrey Huff
<input checked="" type="checkbox"/>	RE: Renew Prescription	Freddy Sanchez for Aubrey Huff



How do I send a message to my provider using this service?

Once you find your provider in the database and add him or her to your list of providers, you may begin to send secure messages. Once your provider sends you an acceptance message, you can receive preventive care reminders, send notes to the provider's office, request prescription renewals/refills, request lab or test results, and schedule appointments. ***Make sure you send a message to your provider asking if you need any preventative health screenings for yourself or your family (i.e. Well Child Visits, Diabetic Care, Immunizations, High Blood Pressure, High Cholesterol, Depression Medication Management, Cervical Cancer Screening, Breast Cancer Screening (age >40), Colon Cancer Screening (age >50) and/or Asthma Follow-up,**

How do I schedule (reschedule, cancel) appointments with my provider(s)?

The MiCare service provides a simple process for managing appointments with your providers. On the vertical navigation bar on your **Home** page, click **Appointments** to start an appointment message. Complete the required information (patient, provider, dates, contact information, etc.) and click **Send**. The service provides confirmation of successful message transmission, as well as the expected response time from your provider's office. Your provider's office will send a reply to your MiCare inbox that includes the scheduled appointment date, or confirmation of rescheduled or canceled appointment dates (if applicable).

NOTE: MiCARE SERVICE IS NOT INTENDED FOR EMERGENCY OR SAME-DAY APPOINTMENT REQUESTS.

Can I schedule appointments for my family member(s)?

Yes. When you use the appointment feature in this service, the first step in the process is identifying the patient. Simply click the drop down arrow next to the patient name field to choose the appropriate family member and send the message on his or her behalf. The service delivers the response from the provider's office to your personal inbox.

How do I request lab or test results?

On the vertical navigation bar on your **Home** page, click **Lab/Test Results** to start a Lab/Test Results Request message. Address your message by selecting the appropriate patient and provider names and click **Next**. Click **Add Tests** to select tests from a list or enter one into the **Other** text box. Click **Save**, enter any comments, then click **Send**. The service provides confirmation of successful message transmission as well as the expected response time from your provider's office. The service delivers the response from the provider's office to your MiCare inbox.

How do I request prescription renewal?

On the vertical navigation bar on your **Home** page, click **Prescription** to start a Prescription Renewal Request message. If necessary, choose yourself or the specific family member from the tabs under the blue global navigation bar if you are out of refills, click **Renew** for the medication you're requesting to be renewed. Address your message by selecting the appropriate provider name. Click **Next**, then complete the required prescription information to include any questions you may have. Click **Next** and select Osan as your pharmacy. Click **Next** and confirm your contact information, then click **Send**. The service provides confirmation of successful message transmission as well as the expected response time from your provider's office. The service delivers the response from the provider's office to your MiCare inbox.

***DO NOT FORGET TO ASK YOUR PROVIDER IF THERE IS ANY LAB WORK OR TESTS NEEDED FOR YOUR/YOUR FAMILY MEMBERS PRESCRIPTION RENEWAL TO PROCESS.**

