



BJACH Patient Centered Medical Home



MCXV-PCMH

Patient-Centered Medical Home Patient,

On behalf of the Patient-Centered Medical Home team, welcome to our clinic. We are very proud to serve our Service Members, Active Duty family members, retirees, and retiree family members at our clinic. The primary goal for our medical home is to deliver healthcare the way it should be – easy to access, patient-centered, team-based and quality focused. Our patients will partner with a team-physician, physician assistants, nurse practitioners, nurses, behavioral health professionals, and others to develop a comprehensive, personal health care plan. We focus on prevention screening and services, manage chronic conditions and promote a spirit of health, wellness and trust.

Our clinic provides primary care services to include well physicals, immunizations, and minor procedures, Monday – Friday 0730-1530. We close for training the third Thursday morning each month, Wednesday from 0730-0900 and are closed on Federal Holidays. We are open on most Training Holidays with a reduced staffing.

If you need an appointment, please call central appointments at 337-531-3011, for a 24 hour, future or well appointment. If they are unable to give you an appointment, please allow them to place a telephone consult to the clinic or register for Relay Health at <https://app.mil.relayhealth.com>. This will allow one of our registered nurses to see your request and contact you with 72 hours although most calls are returned the same day.

Enrolling in the Relay Health Secure Messaging Service will allow you to communicate with your healthcare team via email in a secure environment. This very popular program has enabled us to deliver lab and other test results by email and send reminders to you as well as let you have a “virtual visit” with your provider, request medication renewals or just ask your Primary Care Manager (PCM) a question. In addition, enrolling in TRICARE on line, www.tricareonline.com will give you access to your medication list and lab results and you can book an appointment on line 24 hours a day, 7 days a week. All appointments reminders will be by email and text.

If you have any questions or concerns please feel free to stop by my office, send me an email, anne.e.schreckengost.civ@mail.mil or call (337) 653-2338. We Provide the Best!

Army Patient Centered Medical Home: The Foundation of Health and Readiness



ARMY MEDICINE
Serving To Heal...Honored To Serve



PATIENT CENTERED MEDICAL HOME



PCMH FACT SHEET

What is PCMH

Army Medicine is transforming from a healthcare system to a system for health beginning with our primary care services. We are transitioning to comprehensive, collaborative care. You, the patient, are our center, our focus, our partner in your healthcare journey. The Army's primary care transformation model is Patient Centered Medical Home.

Mission

Build the premier patient-centered, team-based, comprehensive System For Health that improves readiness and promotes health.

Vision

Inspire life-long positive changes in our beneficiary's health through Army Medicine's Transformation from a healthcare system to a patient-centered System For health.

Operations

Patient Centered Medical Home is a multidisciplinary approach to deliver comprehensive primary care. The Medical Home is both (old-fashioned) traditional and revolutionary.

Traditional (old-fashioned) as in face-to-face visits with the same provider and healthcare team. Just as the old fashioned home town family doctor Medical Homes provides the patient continuity with the same team and same provider. They know you and you know them.



Revolutionary by having the care delivered through an integrated health care team who proactively engages patients as partners in health. Each patient will partner with a team of healthcare providers – physicians, nurses, behavioral health professionals, pharmacists, and others – to develop a comprehensive, personal healthcare plan.

The health care team priority is you – the patient. The team is there to help you navigate the system, coordinate the care for you and ensure you have a “warm handoff”. The health care team works with each patient over time to take care of health issues as they arise, ensure delivery of prevention screening and services, manage chronic conditions, and promote a spirit of health, wellness and trust.

The care team is comprised of your Primary Care Manager, RN, Nurse Care Manager, LPN, Medics, Administrative, and Leadership.

Bayne Jones Army Community Hospital

1585 3rd Street

Fort Polk, LA 71459

337-531-3011



PCMH FACT SHEET



PCMH Model

The Army PCMH model encompasses all primary care delivery sites in the direct care system, including our military treatment facility (MTF) based Medical Homes, Community Based Medical Homes (CBMHs) and the Soldier Centered Medical Homes (SCMHs).

Community Based Medical Homes were developed to put patient centered care in our communities where our beneficiaries live. In the Community Based Medical Home, the healthcare team develops a comprehensive care plan as soon as the patient enrolls and then proactively engages the patient as a partner in care. This face-to-face encounter build trust, improves communication, and lays the groundwork for providing continuous care.

The SCMH is for active duty Soldiers and its mission is to improve and enhance individual and unit medical readiness by utilizing the PCMH multidisciplinary health care team approach. An integrated and coordinated focus to ensure timely, accurate diagnoses, optimized return-to-duty rates and decreased Soldier recovery times. The SCMH integrates unit medical

personnel with MTF personnel to provide one synchronized effort. Soldier Centered Medical Homes are located in or near a brigade.

The PCMH Model deploys the use of a daily huddle concept. The huddle is to discuss staffing, patients scheduled for the next 72 hours, visit preparation, transition of care such as patients who may have been released recently from the hospital, and clinic preparation for patients scheduled that day.

The huddle is an effective method of communication for the health care team which includes the Primary Care Manager, Core Team and Leadership.

All staff members within the Medical Home conduct a “warm hand-off” when transferring responsibility for the patient from one staff member to the next, this also includes telephone calls and face-to-face visits. These “warm hand-offs” also take place in the medical neighborhood as well.



Bayne Jones Army Community Hospital



PCMH FACT SHEET



Medical Neighborhood

PCMH partnerships and resources within the medical neighborhood provide essential tools and capabilities.

Some resources include Army Wellness Centers or preventive medicine resources like smoking cessation or stress management.

The medical neighborhood is not a geographic construct but instead a set of relationships revolving around the patient and their Medical Home, based on that patient's health care needs.

PCMH and the Medical Neighborhood focus on meeting the needs of the patient through incorporating allied services, community health, preventive health, rehabilitative care and specialty care.

Together Facility, Community, and Soldier Medical Homes comprise the Army's Patient Centered Medical Home. At its heart, the Patient Centered Medical Home is healthcare the way it should be – easy to access, patient-centered, team based and quality focused or comprehensive coordinated care.

Army PCMH is the hub of our System for Health, integrating and synchronizing initiatives across the Army to fulfill the Army Medicine 2020 vision of

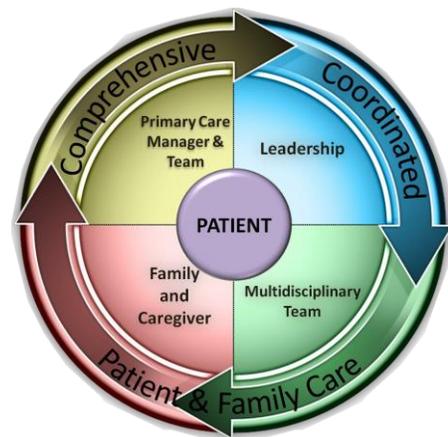
Strengthening the health of our Nation by improving the health of our Army.

Additional Resources

The Army TBI program provides screening, early identification, evaluation and treatment of symptoms related to TBI. The goal of the program is fostering optimal health, functioning and quality of life. Treatment options may include education, case management, primary care, neurology, rehabilitation, behavioral health and other options coordinated through the Medical Home Health Care Team.

National Intrepid Center of Excellence (NICoE) Satellites provide state of the art science and evidence based interdisciplinary assessment and intensive outpatient care of Service Members and their families suffering from complex medical conditions, including traumatic brain injury, behavioral health, pain, and other related conditions. The goal of NICoE is to foster optimal health, functioning and quality of life. The PCMH Health Care Team can leverage the services of NICoE.

Army Medical Command's Comprehensive Pain Management Campaign Plan is establishing centers of excellence for pain management and education within each medical regional command in order to provide state-of-the-art, evidence-based, outcome-oriented, cost-effective care for Soldiers suffering from acute and chronic pain.



How Do I Access?

requires users to have credentials* to access our secure website.

You are automatically registered when you use one of the three DoD credentials.

Start on day one!

- DoD Common Access Card (CAC)
- DoD Self-Service Logon

- Defense Finance and Accounting Services (DFAS) myPay

**All DoD Service Members and beneficiaries who are at least 18*



TRICARE Online.COM

Defense Health Agency Global Service Center (DHAGSC)



provides 365 / 24 / 7
**TRICARE Online Patient Portal
Customer Service**



(800) 600-9332

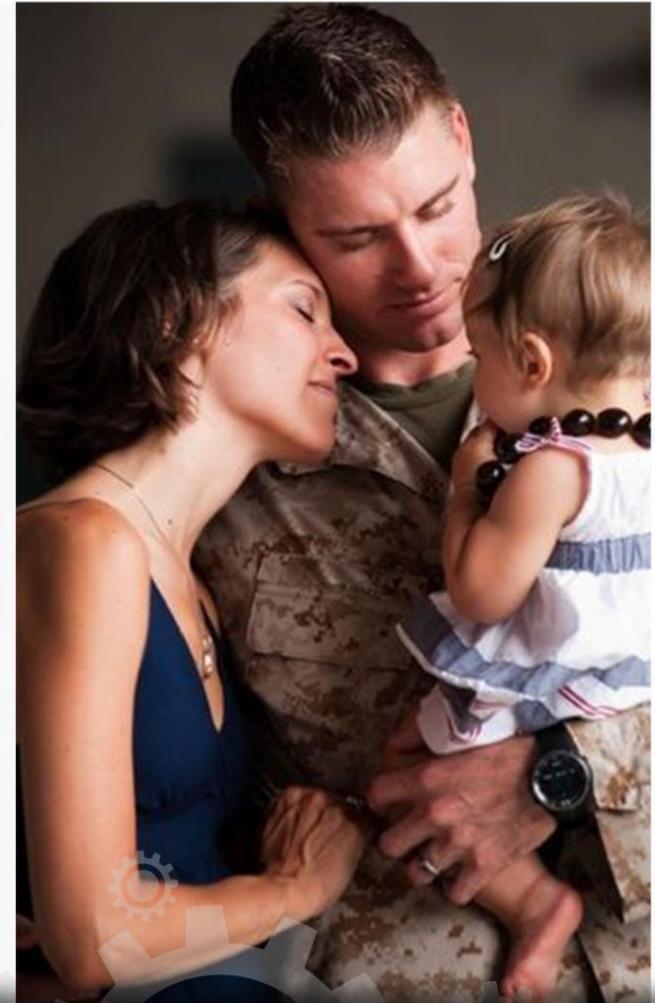


servicecenter@dha.mil



**OCONUS contact
information is available at
www.TRICAREOnline.com
under "Contact Us"**

**Scan the code below and
bookmark the mobile site today!**



Providing health care access
to benefi
365 / 24 / 7

www.TRICAREOnline.com

What is the TOLPP?

The TOL Patient Portal is the Department of Defense's online patient-focused portal providing access to online health

care information and services including Appointments, Blue Button personal health data, Prescription (Rx) Refill, Service

Separation/Retirement, Secure Messaging and the Nurse Advice Line.

APPOINTMENTS

Make, change and cancel military hospital or clinic PCM and select self-referral appointments. View future and past appointments. Set up email and text message reminders. Set earlier appointment notifications. Act on behalf of yourself and your family members.



BLUE BUTTON

Securely view, download, print or share your lab results, radiology results, medication profile, allergy profile, encounters, problem lists, immunizations, and vital signs. View immunizations for your family members under the age of 12.

RX REFILL

Refill your prescriptions for military hospital or clinic pick up. Check your prescription status. Access the TRICARE Mail Order Pharmacy. Act on behalf of yourself and your family members.



service SEPARATION/ RETIREMENT

Access medical information and services for those separating from active duty service or the reserves. Information includes how to file a pre-separation claim, schedule a Separation History and Physical Examination.

NURSE ADVICE LINE

Call to talk to a registered nurse 24 hours a day, 7 days a week. Get health care advice, ask questions, or find out if you should get care.



secure Messaging

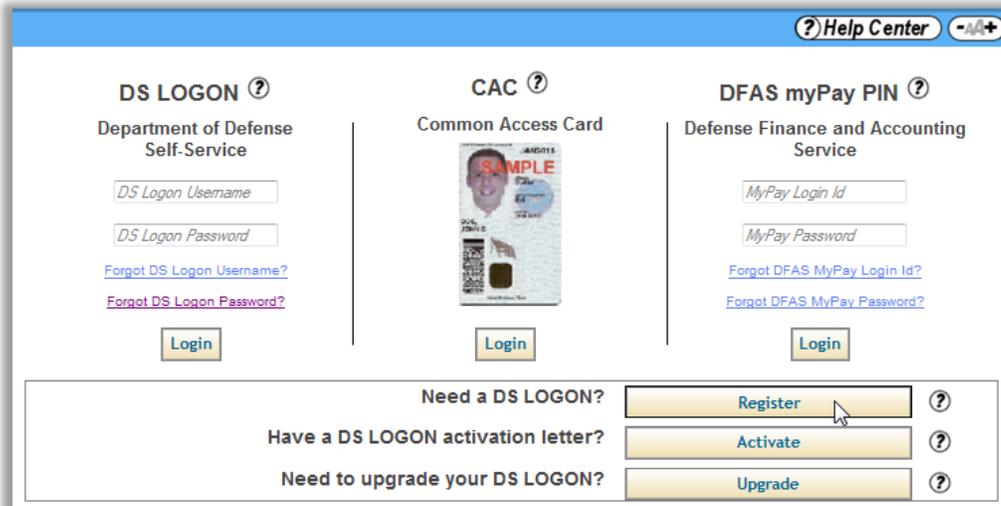
Access RelayHealth to communicate securely with your health care team.

www.tricareonline.com



Registration Using Email

- 1) Access the My Access Center homepage: <https://myaccess.dmdc.osd.mil/identitymanagement>
- 2) From the login page, click “Register”:



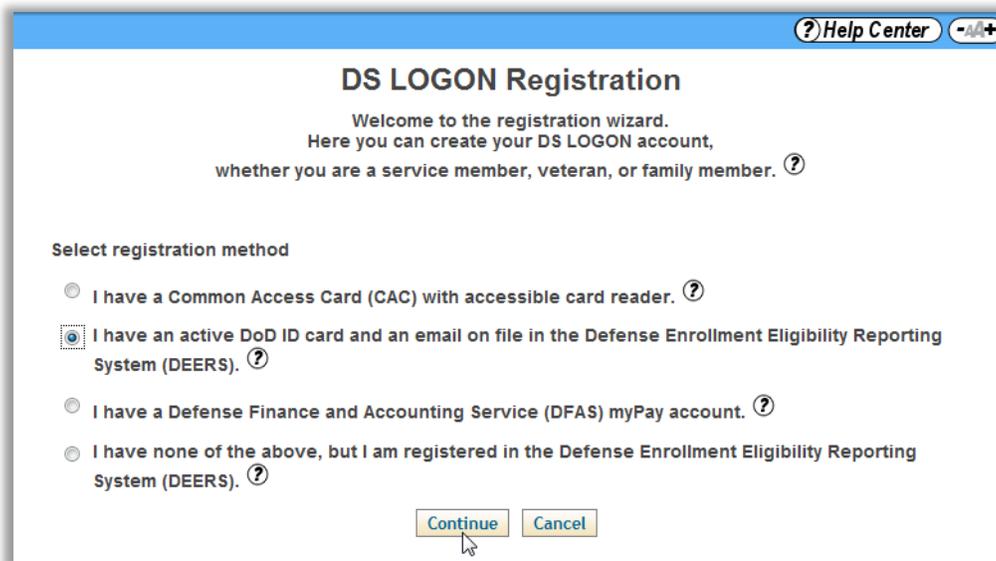
The screenshot shows the My Access Center login page. At the top right, there is a "Help Center" link and a "AA+" accessibility icon. The page is divided into three main sections for login:

- DS LOGON** (Department of Defense Self-Service): Includes fields for "DS Logon Username" and "DS Logon Password", with links for "Forgot DS Logon Username?" and "Forgot DS Logon Password?", and a "Login" button.
- CAC** (Common Access Card): Features a sample CAC image and a "Login" button.
- DFAS myPay PIN** (Defense Finance and Accounting Service): Includes fields for "MyPay Login Id" and "MyPay Password", with links for "Forgot DFAS MyPay Login Id?" and "Forgot DFAS MyPay Password?", and a "Login" button.

At the bottom, there is a section for account management:

- "Need a DS LOGON?" with a "Register" button.
- "Have a DS LOGON activation letter?" with an "Activate" button.
- "Need to upgrade your DS LOGON?" with an "Upgrade" button.

- 3) Select the option “I have an active DoD ID card and an email...” and then “Continue”:

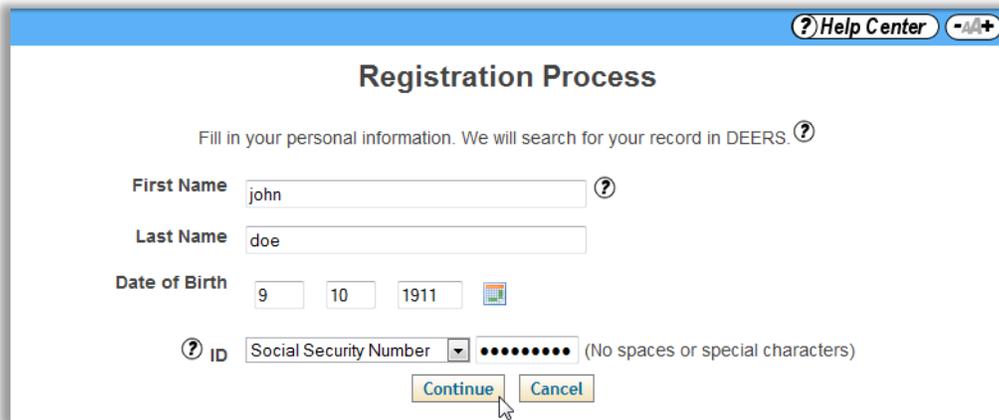


The screenshot shows the "DS LOGON Registration" wizard. The title is "DS LOGON Registration" and the subtitle is "Welcome to the registration wizard. Here you can create your DS LOGON account, whether you are a service member, veteran, or family member." Below this, there is a section titled "Select registration method" with four radio button options:

- I have a Common Access Card (CAC) with accessible card reader.
- I have an active DoD ID card and an email on file in the Defense Enrollment Eligibility Reporting System (DEERS).
- I have a Defense Finance and Accounting Service (DFAS) myPay account.
- I have none of the above, but I am registered in the Defense Enrollment Eligibility Reporting System (DEERS).

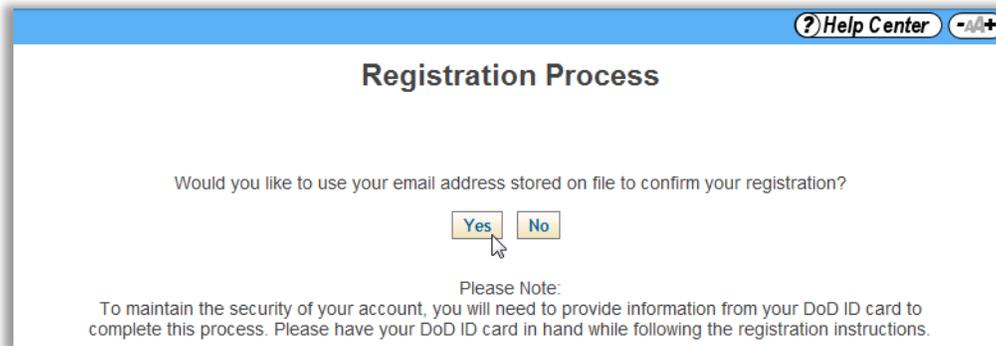
At the bottom, there are "Continue" and "Cancel" buttons. A mouse cursor is pointing at the "Continue" button.

- 4) Enter your personal information and click “Continue”:



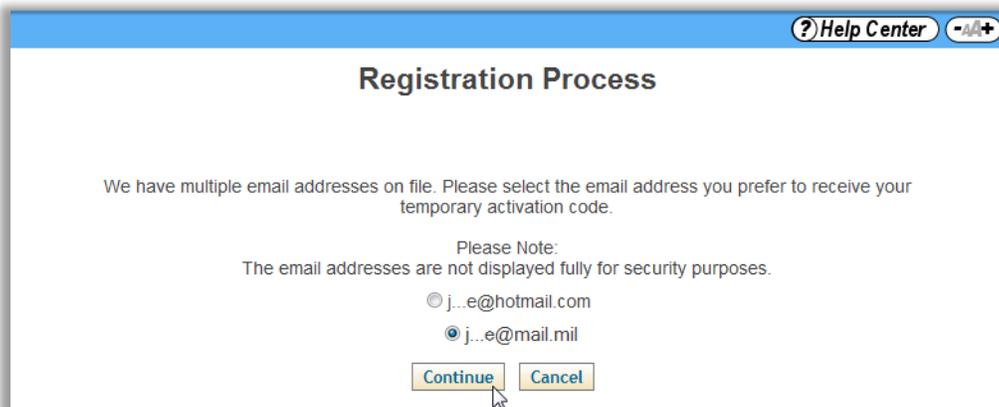
The screenshot shows a web browser window titled "Registration Process". At the top right, there is a "Help Center" link and a window control icon. The main heading is "Registration Process". Below it, a message says "Fill in your personal information. We will search for your record in DEERS." followed by a question mark icon. The form contains the following fields: "First Name" with the value "john", "Last Name" with the value "doe", "Date of Birth" with dropdowns for "9", "10", and "1911", and "Social Security Number" with a dropdown menu and a masked input field containing ".....". A note next to the SSN field says "(No spaces or special characters)". At the bottom, there are "Continue" and "Cancel" buttons. A mouse cursor is pointing at the "Continue" button.

- 5) Click 'Yes' to use your email address for registration:



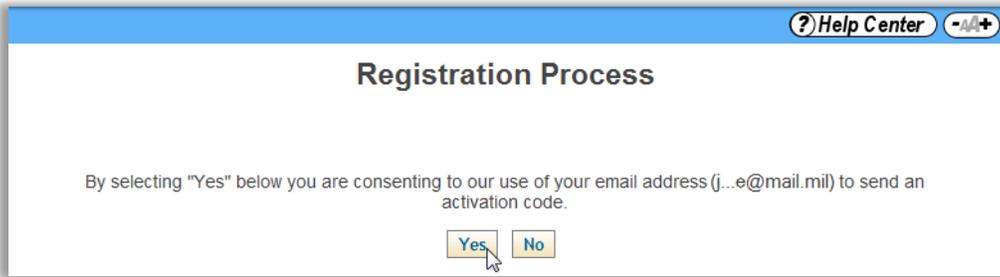
The screenshot shows a web browser window titled "Registration Process". At the top right, there is a "Help Center" link and a window control icon. The main heading is "Registration Process". Below it, a message asks "Would you like to use your email address stored on file to confirm your registration?". There are "Yes" and "No" buttons. Below the buttons, a "Please Note:" section states: "To maintain the security of your account, you will need to provide information from your DoD ID card to complete this process. Please have your DoD ID card in hand while following the registration instructions." A mouse cursor is pointing at the "Yes" button.

- 6) If you have multiple email addresses on file, you will be asked to select your preference:



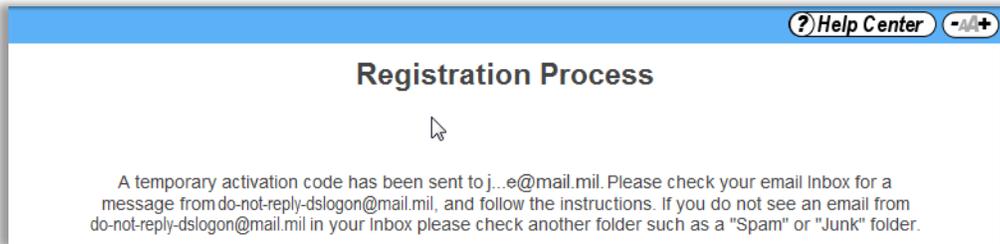
The screenshot shows a web browser window titled "Registration Process". At the top right, there is a "Help Center" link and a window control icon. The main heading is "Registration Process". Below it, a message says "We have multiple email addresses on file. Please select the email address you prefer to receive your temporary activation code." Below this, a "Please Note:" section states: "The email addresses are not displayed fully for security purposes." There are two radio button options: "j...e@hotmail.com" and "j...e@mail.mil". At the bottom, there are "Continue" and "Cancel" buttons. A mouse cursor is pointing at the "Continue" button.

- 7) You must consent to the use of your email address for this purpose:



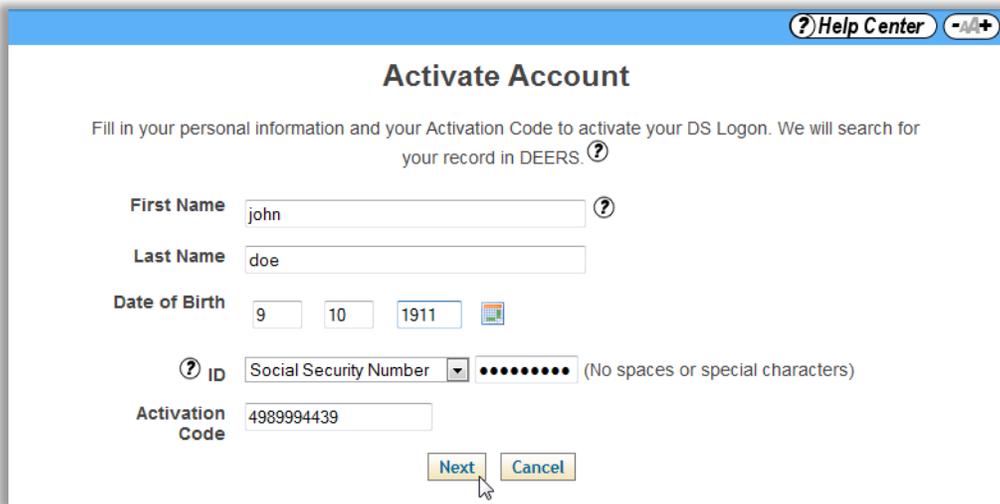
The screenshot shows a web browser window titled "Registration Process". At the top right, there is a "Help Center" link and a window control icon. The main heading is "Registration Process". Below the heading, the text reads: "By selecting 'Yes' below you are consenting to our use of your email address (j...e@mail.mil) to send an activation code." At the bottom, there are two buttons: "Yes" and "No". A mouse cursor is hovering over the "Yes" button.

- 8) You will receive an email:



The screenshot shows a web browser window titled "Registration Process". At the top right, there is a "Help Center" link and a window control icon. The main heading is "Registration Process". Below the heading, the text reads: "A temporary activation code has been sent to j...e@mail.mil. Please check your email Inbox for a message from do-not-reply-dslogon@mail.mil, and follow the instructions. If you do not see an email from do-not-reply-dslogon@mail.mil in your inbox please check another folder such as a 'Spam' or 'Junk' folder." A mouse cursor is pointing at the text.

- 9) Open the email and follow the instructions to continue the registration process:



The screenshot shows a web browser window titled "Activate Account". At the top right, there is a "Help Center" link and a window control icon. The main heading is "Activate Account". Below the heading, the text reads: "Fill in your personal information and your Activation Code to activate your DS Logon. We will search for your record in DEERS." Below this text are several input fields: "First Name" with the value "john", "Last Name" with the value "doe", "Date of Birth" with values "9", "10", and "1911", "ID" with a dropdown menu set to "Social Security Number" and a masked input field with "••••••••", and "Activation Code" with the value "4989994439". At the bottom, there are two buttons: "Next" and "Cancel". A mouse cursor is hovering over the "Next" button.

- 10) CAC holders must enter either the DOD ID NUMBER or the EXPIRATION DATE printed on their card. DoD Beneficiary ID card holders must enter the ISSUE DATE printed on the card.

The screenshot shows the 'Activate Account' page with a blue header containing a 'Help Center' link and a '-All+' button. The main heading is 'Activate Account'. Below it, the instruction reads: 'Please enter the DOD ID NUMBER found on your DoD ID card:'. A sample DoD ID card is displayed, with the DOD ID NUMBER '1234567890' circled in red. Below the card, there is a text input field labeled 'DOD ID NUMBER' containing the value '1234567890'. At the bottom, there are 'Continue' and 'Cancel' buttons.

The screenshot shows the 'Activate Account' page with a blue header containing a 'Help Center' link and a '-All+' button. The main heading is 'Activate Account'. Below it, the instruction reads: 'Please enter the Expiration Date found on your DoD ID card:'. A date picker is shown with the date '9 / 26 / 2015'. Below the date picker, there are 'Continue' and 'Cancel' buttons.

- 11) Choose your password and enter it in the fields provided:

The screenshot shows the 'Registration Process' page with a blue header containing a 'Help Center' link and a '-All+' button. The main heading is 'Registration Process'. Below it, the text reads: 'Welcome John Doe. Create your personalized password. Please note security tips.' A list of 'Password Security Requirements' is shown with green checkmarks: 'At least one lowercase letter', 'At least one uppercase letter', 'At least one number', 'At least one special character (@_#&\$%^+(){}.,;:-~)?{>=<)', and 'At least 9 characters'. Below the list, there are two text input fields: 'Password' and 'Confirm Password', both containing masked characters and a green checkmark. At the bottom, there are 'Continue' and 'Cancel' buttons.

12) Choose your challenge questions and enter your answers in the fields provided:

Activate Account

Select challenge questions and enter personalized answers. [?]
These questions will be asked if you need to retrieve or change your password.

What was the name of your first pet?

What was the name of your first stuffed animal?

What was the make (Chevy, Ford, Honda, etc.) of your first car?

What is the full name of your very first employer?

In what town was your first job?

13) Your DS Logon account has been activated:

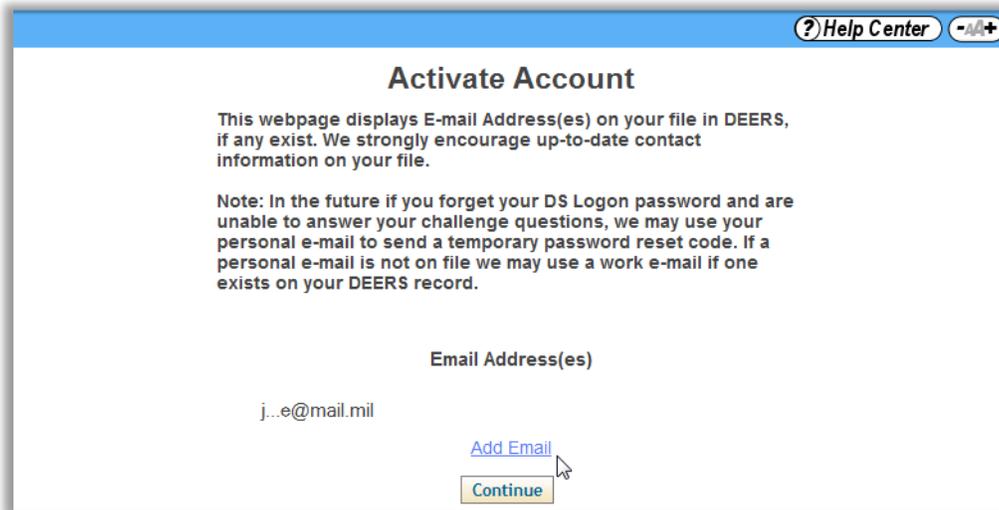
Activation Successful

Congratulations! You have successfully upgraded to a DS LOGON Premium account.

Your Username is: john.doe

You may now begin to use your DS LOGON Premium account

- 14) The email addresses that DEERS has on file are displayed. If the option to “Add Email” is available we encourage you to do so. Otherwise, click “Continue” to finish.



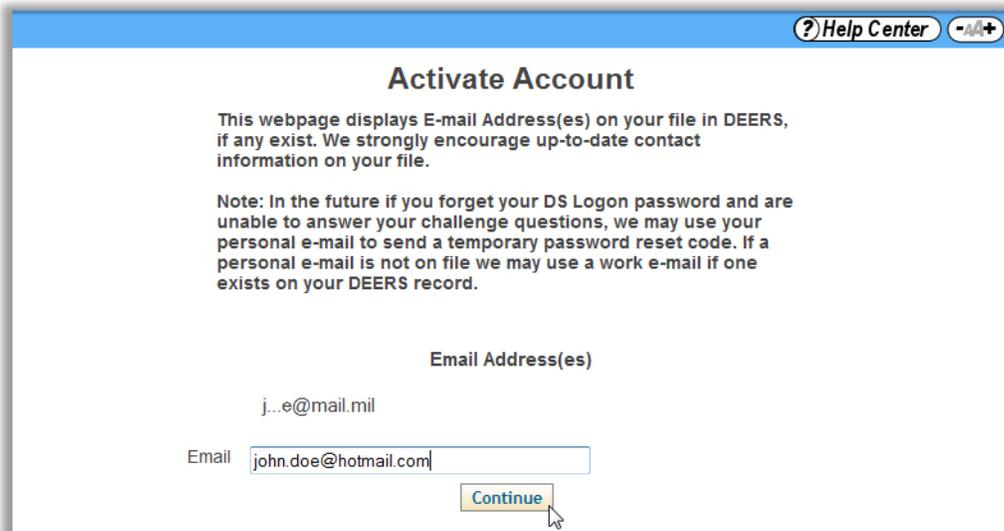
The screenshot shows a web browser window with a blue header bar containing a help icon and the text "Help Center" and "-AA+". The main content area is titled "Activate Account" and contains the following text:

This webpage displays E-mail Address(es) on your file in DEERS, if any exist. We strongly encourage up-to-date contact information on your file.

Note: In the future if you forget your DS Logon password and are unable to answer your challenge questions, we may use your personal e-mail to send a temporary password reset code. If a personal e-mail is not on file we may use a work e-mail if one exists on your DEERS record.

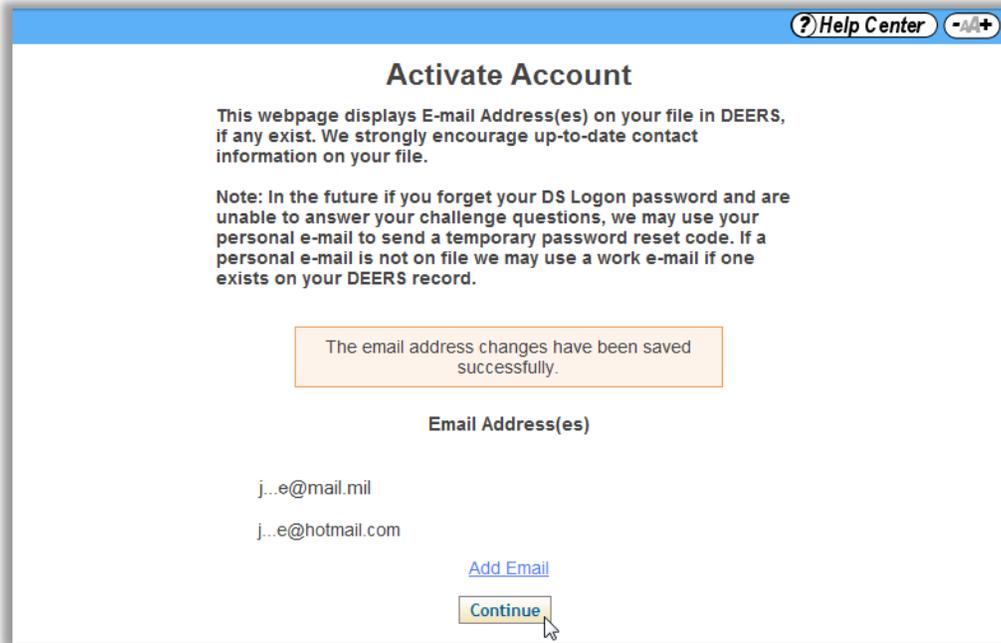
Below the text, the label "Email Address(es)" is followed by the email address "j...e@mail.mil". To the right of the email address is a blue link labeled "Add Email" and a yellow button labeled "Continue". A mouse cursor is pointing at the "Add Email" link.

- 15) Click the “Add Email” link if you would like to enter an email address:



The screenshot shows the same "Activate Account" page as above. The "Add Email" link is now highlighted in blue, and a mouse cursor is pointing at it. Below the "Add Email" link, a text input field is visible with the label "Email" to its left. The text "john.doe@hotmail.com" is entered into the input field. The "Continue" button remains visible below the input field.

16) If you have entered an email, it will be displayed.



17) Your Registration is complete. Click "Continue" to log in with your new account.



For More Information

Sign up to receive TOL News and Events Emails
<https://public.govdelivery.com/accounts/USMHS DHSS/subscriber/new>

TOL Customer Service
Available 24/7/365
1 (800) 600 9332

OCONUS Telephone
Numbers located at "Contact Us"



How do I give family member(s) access to my TOL?

You can give eligible family member(s) access to your TOL by clicking "Manage" on the Login page. See step-by-step directions on the back page of this brochure.

Why would I want to give family member(s) access to my TOL? They can:

- **Manage Appointments:** Make, change, cancel, set reminders and notifications, and/or view future or past primary care and select self-referral specialty appointments at a military hospital or clinic on your behalf, your spouse, and/or your children.
- **Manage Prescription (Rx) Refills:** Request one or more prescription refills from a military hospital or clinic, check the status of prescriptions, and link to the TRICARE Pharmacy Program to schedule home delivery on your behalf, your spouse, and/or your children.

Please note: TOL family member accessibility options are based on family relationships established in the Defense Enrollment Eligibility Reporting System. If all of your eligible family members do not appear, please contact the Defense Manpower Data Center to troubleshoot at 1.800.477.8227

Why do I have to give family member(s) permission to access my TOL?

TOL contains personal health information (PHI) and personal identifiable information (PII) for you and your family. Family member access is restricted to enforce the security of your PHI and PII.

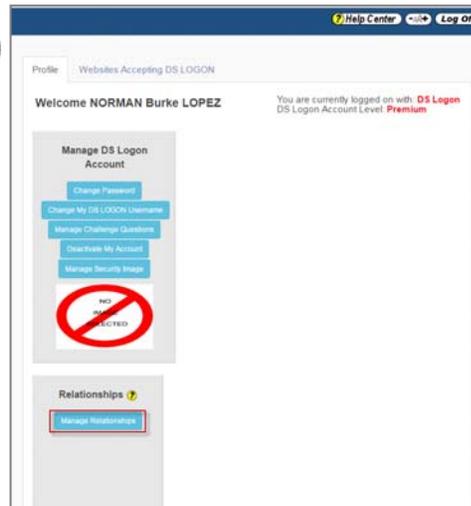
Visit TOL at www.tricareonline.com

How do I give family member(s) access to my TOL?

1



4



1

Go to www.tricareonline.com and click "Log In".

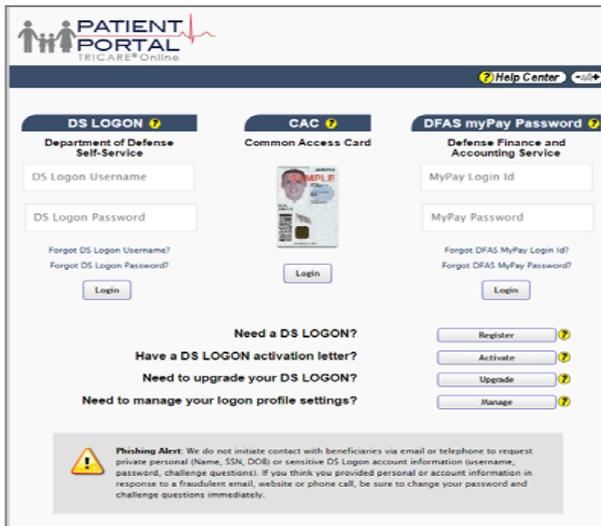
2

Click "Manage" on the Login page.

3

Log in with your DS Logon Premium (Level 2), DoD CAC or DFAS myPay credentials. If you do not have DS Logon credentials, click "Register" and follow the steps provided.

2



5



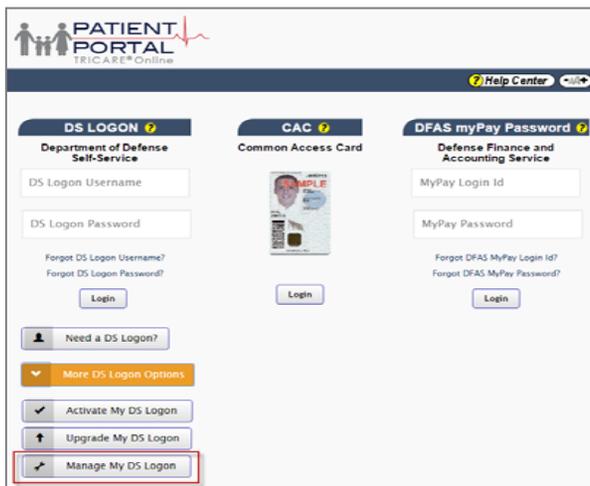
4

Under "Relationships" header, click "Manage Relationships".

5

Under "People Who Can Act on My Behalf", select "Add Permission".

3



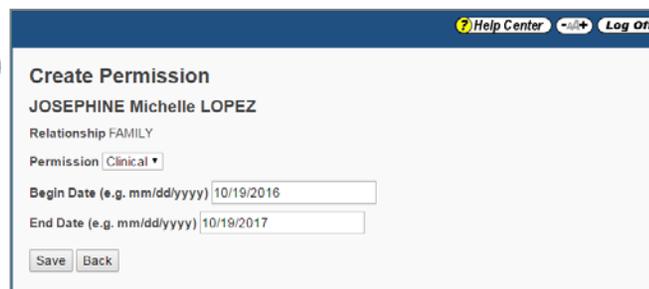
6



6

Select the appropriate person's name and click "Next".

7



7

Choose the Permission type from the dropdown list. Enter the dates during which the permission will apply in the "Begin Date" and "End Date" text boxes. Click "Save".



Appointments

What is TRICARE Online (TOL) Patient Portal Appointments?

TOL Patient Portal Appointments allows you to make, change, and cancel military hospital or clinic primary care and select self-referral appointments. You can also view future and past appointments, set up text or email appointment reminders, and set up earlier appointment notifi

What types of appointments are supported by the TOL Patient Portal?

Primary care, select self referral and patient education classes can be scheduled using TOL Patient Portal Appointments. If you cannot find an appointment, please contact your military hospital/clinic directly or use Secure Messaging to send a request for appointment to your health care provider team.

Can I access appointments on behalf of my family members?

Yes, you can access TOL Patient Portal appointments on behalf of:

- Yourself,
- Other adult family members (who have granted access),
- Minor children (under 18 years of age).

Can I set up appointment reminders to alert me of my military hospital or clinic appointment(s)?

Yes, you have the ability to define up to three email addresses and mobile phone numbers, including international numbers, for receiving email and text reminders for military hospital or clinic appointments. Set the reminder when prompted as you make an appointment or within your "Profile" on the TOL Patient Portal home page.

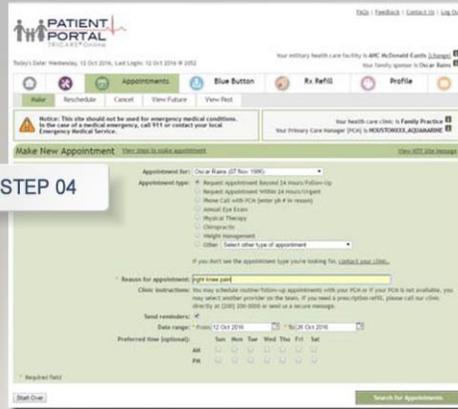
**How To Make an Appointment
Video
Click Here**

Visit the TOL Patient Portal at www.TRICAREOnline.com

How do I make a military hospital or clinic appointment using the TOL Patient Portal?



STEP 01



STEP 04



STEP 02



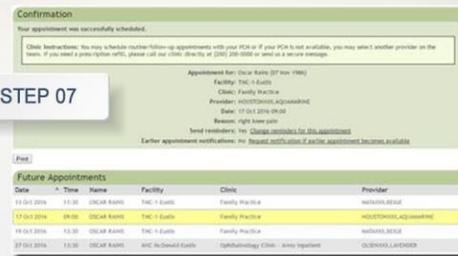
STEP 05



STEP 03



STEP 06



STEP 07

1. Go to www.tricareonline.com and click "Log In."
2. Log in with your DS Logon Premium (Level 2), DoD CAC or DFAS myPay credentials. If you do not have DS Logon credentials and would like to, click "Register."
3. Click "Appointments" on the TOL Patient Portal home page to make an appointment for yourself or your family member.
4. Select (1) who the appointment is for, (2) what type of appointment you need, and (3) enter a "Reason" for the appointment. Review the Clinic Instructions and select a date range. Click "Search for Appointments."
5. Select the desired appointment from the list. Refer to calendar on right side. Click "Choose this Appointment Time."
6. Review Appointment. Confirm appointment information is correct. Click "Book this Appointment."
7. Confirm appointment was successfully scheduled. View your new appointment in future appointments list at bottom of page, highlighted.

To set up email and text message appointment reminders, please enter requested information in your TOL Patient Portal "Profile"

QUICK REFERENCE CODE LINK



SIGN UP FOR TOL PATIENT PORTAL NEWS



Sign up to receive the TOL Patient Portal News and Events emails

<https://public.govdelivery.com/accounts/USMHS/DHSS/subscriber/new>

TOL PATIENT PORTAL CUSTOMER SERVICE



TOL Patient Portal Customer Service Available 24/7/365
1-(800) 600-9332

OCONUS Telephone Numbers located at "Contact Us"

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Visit the TOL Patient Portal at www.TRICAREOnline.com



How do I reschedule a military, hospital or clinic appointment using the TOL Patient Portal?



STEP 03

STEP 04

Date	Time	Name	Facility	Clinic	Provider
17 Oct 2016	09:00	OSCAR BAIRD	TMC-1	Family Practice	HOOVER/OSCAR BAIRD
18 Oct 2016	13:30	OSCAR BAIRD	TMC-1	Family Practice	HOOVER/OSCAR BAIRD
17 Oct 2016	13:30	OSCAR BAIRD	AMC McDevitt	Ophthalmology Clinic - Army Regiment	OLSEN/KAY LAENDER

STEP 02

Date	Time	Name	Facility	Clinic	Provider
17 Oct 2016	09:00	OSCAR BAIRD	TMC-1	Family Practice	HOOVER/OSCAR BAIRD
18 Oct 2016	13:30	OSCAR BAIRD	TMC-1	Family Practice	HOOVER/OSCAR BAIRD
17 Oct 2016	13:30	OSCAR BAIRD	AMC McDevitt	Ophthalmology Clinic - Army Regiment	OLSEN/KAY LAENDER

STEP 05

STEP 06

1. Once logged in to TOL Patient Portal, click **“Appointments”** on the TOL home page.
2. Click **“Reschedule”** from sub navigation bar to reschedule an appointment for yourself or your family member. Click the radio button next to the future appointment you want to reschedule.
3. Select what type of appointment you need, update the reason for the appointment if necessary. Review the Clinic Instructions and select a date range. Click **“Search for Appointments.”**
4. Select the desired appointment from the list. Refer to calendar on right side. Click **“Choose this Appointment Time.”**
5. Review Appointment Confirm appointment information is correct. Click **“Book this Appointment.”**
6. Confirm appointment was successfully scheduled.

To set up email and text message appointment reminders, please enter requested information in your TOL Patient Portal “Profi

QUICK REFERENCE CODE LINK



SIGN UP FOR TOL PATIENT PORTAL NEWS



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<https://public.govdelivery.com/accounts/USMHS/DHSS/subscriber/new>

TOL PATIENT PORTAL CUSTOMER SERVICE



TOL Patient Portal Customer Service Available 24/7/365
1-(800) 600-9332

OCONUS Telephone Numbers located at “Contact Us”

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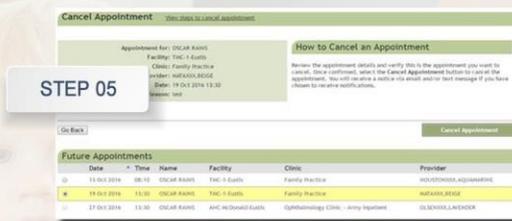
Visit the TOL Patient Portal at www.TRICAREOnline.com



How do I cancel a military hospital or clinic appointment using TOL Patient Portal?



1. Once logged in to TOL Patient Portal, click **“Appointments”** on the TOL home page or top navigation bar and **“Cancel”** from sub navigation bar to cancel an appointment for yourself or your family member.
2. Click the radio button next to the future appointment you want to cancel. Verify the selected appointment information in green area. Click **“Cancel Appointment.”**
3. Confirm appointment successfully cancelled.
4. To cancel appointment while viewing Future Appointments, select **“X”** next to appointment to cancel.
5. Verify the appointment to cancel.
6. Confirm appointment successfully cancelled.



To set up email and text message appointment reminders, please enter requested information in your TOL Patient Portal “Profi”

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DoD Blue Button



What is the Department of Defense TOL Patient Portal Blue Button?

The DoD TOL Patient Portal Blue Button provides convenient access to personal health data retrieved from AHLTA, your military electronic health record, including:

- *Outpatient Medications
- *Allergies
- *Outpatient Problem Lists
- Outpatient Encounters
- *Laboratory Results (Chemistry/Hematology, Microbiology, and Anatomic Pathology results available within 4 days from certification date)
- *Radiology Results (Available within 3 days from exam date)
- *Vital Signs
- AHLTA Immunizations (Includes family members under the age of 12)

* DoD and VA data is available

What are the benefits of the DoD TOL Patient Portal Blue Button?

The DoD TOL Patient Portal Blue Button provides you access to a customizable report containing the last 30 years of your personal health data. You can choose to view, download, save, or print your personal health data in portable document format (.pdf), text (.txt) file or (.xml) continuity of care document (CCD). The CCD allows you to share your data with family, care givers, DoD providers, non-DoD health care systems or providers, or to document data in your preferred personal health record.

Please note, due to DoD privacy and security policies, you are limited to accessing only your own Blue Button data and AHLTA Immunizations for your family members under the age of 12.

How do I download DoD Blue Button Personal Health Data from the TOL Patient Portal?



STEP 01



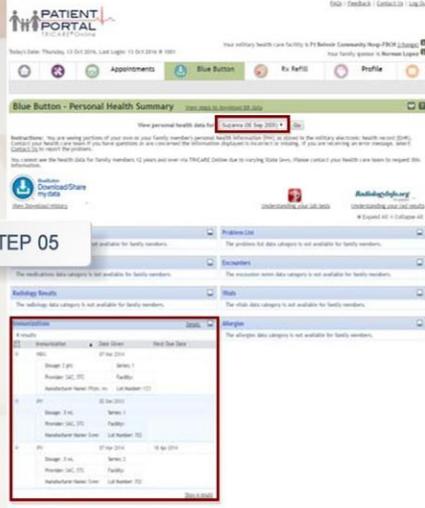
STEP 04



STEP 02



STEP 05



STEP 03



STEP 06



1. Go to **www.TRICAREonline.com** and click **“Log in.”**
2. Log in with your **DS Logon Premium (Level 2), DoD CAC or DFAS myPay** credentials. If you do not have DS Logon credentials and would like to, click **“Register.”**
3. Click **“Blue Button”** on the TOL Patient Portal home page to access your personal health data.
4. By default, TOL Patient Portal displays a summary of your personal health data. Select the **“+”** symbol to expand all of your personal health data. Select the **“-”** symbol to collapse all of your personal health data into a summary.
5. Select a family member and press **“Go”** button to view and/or download Immunization data for your beneficiary.
6. Select the **“Blue Button Download My Data”** icon to save personal health data to your computer or print. Specify the data types, date range, and file format to download your data.

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Visit the TOL Patient Portal at www.TRICAREonline.com



How do I download my DoD CCD from the TOL Patient Portal?



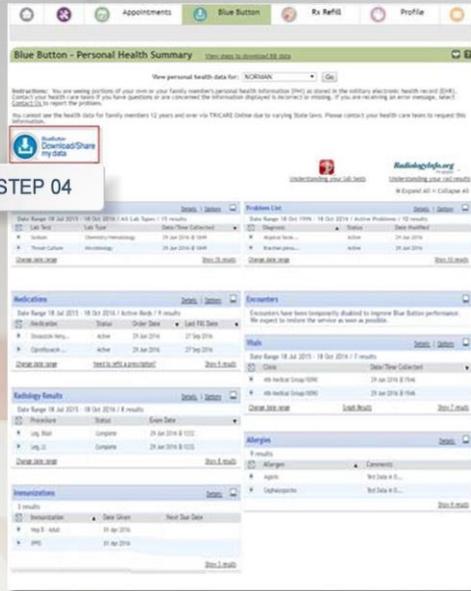
STEP 01



STEP 02



STEP 03



STEP 04



STEP 05



STEP 06

1. Go to **www.TRICAREonline.com** and click “**Log In.**”
2. Log in with your **DS Logon Premium (Level 2), DoD CAC or DFAS myPay** credentials. If you do not have DS Logon credentials and would like to, click “**Register.**”
3. Click the “**Blue Button**” on the TOL Patient Portal home page to access your personal health data.
4. Click “**Blue Button Download My Data.**”
5. Select the data types and the date range that you want to download, then select “**XML**” to save our CCD file as XML format.
6. Select file location and click “**Save**” to save file.

Note: Method for saving file is based upon your type of browser.

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How do I upload my DoD CCD into RelayHealth?



STEP 01

RelayHealth

Sign In Register Find a Doctor

Please Sign In

User ID *

Password *

Remember my User ID

[I forgot my User ID or password](#)

STEP 02

Home Your Doctors Message Center Health Records Account

Welcome

- Prescriptions
- Personal Information
- Access History
- Forms Submitted
- Tracking Results
- HealthVault
- Import/Export Health Data
- Actions
- Add New Family Member
- Print This Record

STEP 03

Import/Export CCD Format Health Data

The Continuity of Care Document(CCD) is a standard data format used to describe a patient's summary health information.

Upload Health Data

supports the ability to aggregate Medications, Allergies, Problems, Procedures, Immunizations, Family History, Results, and Vital Signs as discrete data.

Files will be uploaded and automatically scanned for viruses. Files may be up to 5MB in size. [View Disclaimer](#)

FileName:

Export or Download Health Data

The CCD that RelayHealth creates is constrained by the HITSP C32 standard and includes Medications, Allergies, Problems, Procedures, Immunizations and Results. Learn more about [Blue Button](#)

PDF

STEP 04

View - Clinical Data

Clinical Data Keep your medical information up-to-date by periodically adding or changing information in your health history.

Prescriptions

Medications

Medications & Allergies Problems & Proc. Results Vitals Family & Social History Immunizations Files

Filename	Associated Information	Source	Comments	Date
TOL_PHE01M	Document	Test Patient		Apr 30, 2013 17:26:05

HealthVault

Import/Export Health Data

Actions

Add New Family Member

Print This Record

1. Sign in to **RelayHealth**.
2. Click on "**Health Records**," click "**Import/Export Health Data**."
3. Click "**Browse**" to locate your TRICARE Online
4. Blue Button CCD file then click "**Upload**." To view your imported data, click "**Clinical Data**," then click on the file link. A new browser window will open, displaying the TRICARE Online personal health data summary now contained in your PHR.

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Prescription (Rx) Refi

What is TRICARE Online (TOL) Patient Portal Rx Refill?

TOL Patient Portal Rx Refill allows you to view all of your active prescriptions with associated status information, quickly select one or more prescriptions for refill, and choose your preferred military hospital or clinic pick-up location. You can also link to the TRICARE Mail Order Pharmacy to schedule home delivery if that is a more convenient option for you or your family.

Can I refill prescriptions on behalf of my family members?

Yes, you can refill prescriptions for your family members too! Simply enter the prescription number for your family member, choose your preferred military hospital or clinic pick-up location, and click “Send Refill Request Now.”

Can I set up Rx Refill reminders to alert me my prescription is ready for pick up?

Yes, you have the ability to define up to three email addresses and mobile phone numbers, including international numbers, for receiving email and text reminders for military hospital or clinic Rx Refills. You will receive notifications when your refill is ready for pick up. Additionally, you will receive an email and/or text notification if you forget to pick-up a prescription so you can request the prescription again. Set up Rx Refill reminders in your “Profile” on the TOL Patient Portal home page.

Can I renew my prescriptions using the TOL Patient Portal?

Yes, you can request a prescription renewal using the Secure Messaging capability. Simply click on the Secure Messaging icon on the TOL Patient Portal home page and login to RelayHealth to send a message requesting your prescription renewal to your health care provider team.

How do I access TOL Patient Portal Prescription (Rx) Refi information and services?



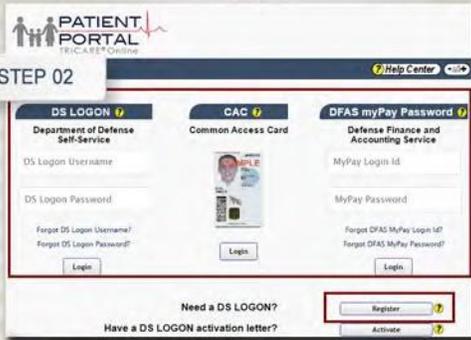
STEP 01



STEP 04



STEP 02



STEP 05



STEP 03



STEP 06



1. Go to **www.tricareonline.com** and click **“Log In.”**
2. Log in with your **DS Logon Premium (Level 2), DoD CAC or DFAS myPay** credentials. If you do not have DS Logon credentials and would like to, click **“Register.”**
3. Click **‘Rx Refill’** option on the TOL Patient Portal home page to request one or more refills.
4. Confirm your primary military treatment facility (MTF) or select a different MTF from the drop-down box.
5. Select your prescription(s) to refill. Choose a Pharmacy Pick-up Location. Submit your refill request.
6. Request refills for your family members by selecting the **“Request Refill by Rx Number”** option. You may enter up to six Rx numbers. Choose Pharmacy pick-up location. Submit your refill request.

QUICK REFERENCE CODE LINK



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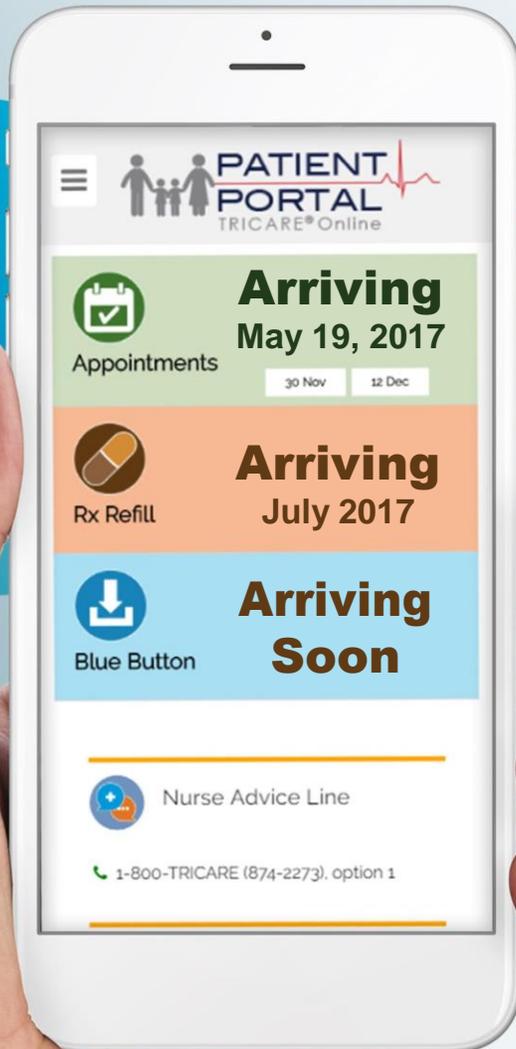
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Visit the TOL Patient Portal at www.TRICAREonline.com





TOL PATIENT PORTAL MOBILE ACCESS IS HERE!



- ✓ **Make New Appointments**
- ✓ **Manage Current Appointments**
- ✓ **View Past and Future Appointments**
- ✓ **Act on Behalf of Yourself and Your Family Members**

All on Your Mobile Device

HOW DO I ACCESS

- 1 Defense Finance and Accounting Services (DFAS) myPay
- 2 DoD Self-Service Logon (DS Logon) Premium
- 3 **Scan the code to the right and bookmark the mobile site today!**



Check Your Spam Folder

Sometimes messages from **RelayHealth** go to the Junk or Spam folder—especially the first one.

To make sure you can always see e-mails from your care team, take a moment to add the **RelayHealth** e-mail address to the Safe Senders list in your e-mail options.

YAHOO:

1. Click on the “Options” icon in the upper-right corner next to your name
2. Select “Mail Options”
3. In the left-hand navigation, click on “Filters”
4. On the next page, click “Add” In the “Sender” section, enter “@relayhealth.com”
5. In the dropdown menu, select “Inbox”
6. Click “Save”

GMAIL:

1. Click “Create a Filter” from the dropdown inside the search box at the top of your inbox
2. Enter “@relayhealth.com” in the “From” field
3. Click “Create filter with this search”
4. Select “Never send it to Spam” in the filter options
5. Click “Create Filter”

OUTLOOK (Formerly Hotmail):

1. Click on the “Options” icon in the upper-right corner next to your name
2. Select “More mail settings”
3. Under “Preventing junk e-mail,” click on “Safe and blocked senders”
4. On the next page, click “Safe Senders”
5. Under “Sender or domain to mark as safe” enter @relayhealth.com in the dialog box
6. Click “Add to list”

AOL MAIL:

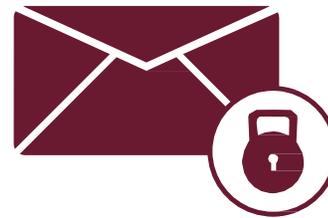
1. Click on the “Action” above your Inbox display.
2. Select “Create A Filter.”
3. In the “From” field, enter “@relayhealth.com.”
4. In the “Move to Folder” dropdown, select “New folder.”
5. Enter “RelayHealth” in the dialog box and click the “+” sign.
6. Click “Create.”
7. All mail from RelayHealth.com will go to your RelayHealth folder.



AMSMS

A Patient's Guide

Army Medicine Secure Messaging Service (AMSMS), powered by RelayHealth, brings your healthcare team to you, wherever you are, any time of day. It allows you to communicate with your doctor through secure email about non-urgent healthcare matters, so your doctor or another care team member can respond during business hours.



Through AMSMS, you can contact your primary care clinician to:

- Request appointments and medication renewals
- Receive results of medical testing (Laboratory and Radiology)
- Ask questions of either the Medical Home Nurse or Primary Care Manager (PCM)
- Receive reminders of future appointments or scheduled testing

There are also approximately 5,000 patient information documents available to search. Once you are enrolled, you may receive important messages about topics such as the availability of flu immunizations or changes in office hours.



How to Enroll

Enrollment is available to all active duty, retirees and family members in the Military Medical System.

All medically competent adults age 18 or older must enroll themselves—a spouse cannot request an account on their behalf unless the patient is unable to make their own medical decisions and the proper legal documents have been completed by their PCM.

Instructions:

Ask to be invited to connect via AMSMS when you check in at the front desk for an appointment. You will receive an e-mail from **RelayHealth** with an invitation to complete your registration. Click on the link in the e-mail to go into **RelayHealth** to complete the process.

See back panel for important SPAM details.

Enrolling with Your Child's Pediatrician

1. The parent/guardian must be registered with RelayHealth, although they don't need to be a beneficiary as their account does not have to be activated.
2. After you (the parent/guardian) have an account, you can add a child by clicking on the "Providers" section of your homepage.



Then click on "Add a family member."



3. After the child has been added you must then link the child to their PCM by clicking on the "Add a Doctor" link.

+ Add Provider or Facility for Test Dependent

Patients under the age of 13, or age 13 to 18 without their own e-mail address, must be linked to their parent/guardian account.

THERE IS NO CHARGE TO YOU!

Completing Registration

1. Follow the instructions. Your user name can be your e-mail address. Determine and enter a password.

Username & Password

You may use your e-mail address as your User ID. Your User ID must be at least four characters in length and your password at least eight characters and contain no spaces.

User ID * Personal e-mail address is easy to remember

Password *

Re-type your Password * At least 8 characters, no spaces

3. Skip the Benefits Information section and click on "I agree to Terms of Use" and then you're done!

Terms & Conditions

I have read and agree to the [Terms of Use](#) and I consent to collection, use, and disclosure of my personal information as described in the [Privacy Policy](#).

4. You will receive a welcome message usually within 24 hours.

2. Choose your security questions

Security Questions

We will use your answers to these security questions to help verify your identity in the event that you forget your password.

Question 1 * --Choose A Question--

Your Answer *

Question 2 * --Choose A Question--

Your Answer *

Question 3 * --Choose A Question--

Your Answer *

Linking To Other Specialty Clinics

Please speak with your specialty clinic to determine how to connect through **RelayHealth**.

With Army Medicine Secure Messaging Service (AMSMS) powered by RelayHealth, your medical information is securely accessible by any healthcare provider(s) using AMSMS that you authorize, even if you PCS or relocate to another location. If you move, simply ask your new care providers about their use of Secure Messaging to get connected.



OUR PATIENTS' GREAT EXPERIENCE IS BJACH'S SUCCESS



1H398AM-DPTMS-VI

Please take a few minutes to fill out your Joint Outpatient Experience Survey (JOES) when you receive it by mail or e-mail. JOES is a survey that asks questions about your military health care experience. It's secure and we won't share your personal information.

Your JOES responses tell us what we're doing right and what we can do better.

Don't Forget Your JOES!

The **J**oint **O**utpatient **E**xperience **S**urvey (JOES), is administered by the Department of Health Affairs to measure patient satisfaction with the health care received at all Military

Treatment Facilities.

The results of this survey are confidential and provide immediate feedback for the leadership of Bayne Jones Community Hospital (BJACH) and Department of Health Affairs

Please take the time to complete the survey to provide feedback and suggestions to improve our facility and the care you and your family receive.

We value your opinion.

HOW THIS BENEFITS YOU

- **Your voice is heard by leadership**
- **Areas for performance improvement are identified**
- **Funds are generated to add additional services or equipment**

BJACH Quick Reference

Appointments:	
Audiology	531-3276
Behavioral Health	531-3922/ 3011
Chiropractic	531-3305
EFMP	531-3046
Family Medicine	531-3011 opt 1
- www.tricareonline.com	
- Triage Nurse	531-3011 opt 1
- Appt Cancellation	531-3011 opt 2
General Surgery	531-3971/ 3011
Immunizations/Allergies	531-3593
Internal Medicine	531-3011 opt 1
OB/GYN	531-3705/ 3011
Occupational Therapy	531-3305/ 3011
Optometry	531-3276/ 3011
Orthopedics	531-3427/ 3011
Pediatrics/Triage Nurse	531-3011 opt 1
Physical Exams	531-2579/ 3011
Physical Therapy	531-3203/ 3011
Social Work	531-3922
After Hours Advice Nurse	877-602-7217
Correspondence-copies of records	531-3178
Emergency Room	531-3368
Health Benefits Advisor	531-3892/ 3627
Information Desk	531-3118/ 9
Toll Free	1-800-752-4658
Laboratory	531-3400
Managed Care	531-3627
(Consults/Referrals, TDY)	
Pharmacy (to speak to someone)	531-8090/ 8091
Refill Line	531-3784/ 3011
Radiology	531-3376
Same Day Surgery	531-3367
Traumatic Brain Injury Clinic	531-3361
TRICARE	1-800-444-5445
Wards:	
Labor & Delivery (LDRP)	531-3640
PCU	531-3317
Wellness Center	531-3055

BAYNE-JONES ARMY COMMUNITY HOSPITAL



Patient Advocacy

<http://bjach.polk.amedd.army.mil>

**OUR PATIENTS' GREAT
EXPERIENCE IS
BJACH'S SUCCESS**

"One Team....One Purpose"

What is a Patient Advocate?

BJACH Patient Advocates serve as the contact point for all patient concerns. As your liaison to the BJACH Commander, we are here to assist you with any concerns, compliments, or suggestions.

Without your comments, the process of improving your health care experience is difficult; because, an important factor is missing... the viewpoint of the patient.

Please, visit our office to speak with someone concerning Advanced Directives, Patient's Bill of Rights and Patient Privacy.

The Patient Advocacy office is located behind Outpatient Records
Monday-Friday 0800-1630
Except for Federal holidays.

Phone: (337) 531-3628 or 531-3880 DSN 863

The MEDDAC Commander gives you the right to voice your concerns without fear of reprisal.



The Advocate will investigate system-wide or policy issues, as well as any problems not resolved at the area of concern.

You may be asked to provide written documentation. The Advocate will open a file and gather the necessary information to investigate and help resolve the issue.

Based on the findings, intervention and/or actions may be taken. You will be contacted in reference to the findings.

We appreciate your input, it helps us identify areas for performance improvement.

YOU
are the reason
we're here!

We Want and Need to Hear **YOUR Voice!**

Visit a Patient Advocate:

2nd Floor behind Outpatient Records
Rooms 2654 and 2656

Phone an Advocate:

(337) 531-3628 or 531-3880
(337) 378-9665 cell

Email an Advocate:

bjachpatientadvocate@amedd.army.mil

Use ICE from our webpage:

<http://bjach.polk.amedd.amry.mil>
And click the ICE logo

Use our Comment Boxes:

Located throughout BJACH

Complete JOES Surveys:

Received by email or regular mail
several days after your appointment

Joint Commission Information

Our facility is accredited by the Joint Commission. If your care or safety concerns are not resolved to your satisfaction, you may contact the Joint Commission directly.

You may submit your concerns at complaint@jointcommission.org or call (630) 792-5000 or 1-800-994-6610.