

How To Communicate With Us Online

Registering for Online Access To Our Office

The registration process is quick and easy—it should just take a few minutes. There is no fee to register for this service.

1. To get started, give us your e-mail address during your next appointment and we will send you an e-mail invitation to register. The e-mail will contain a temporary password and instructions.
2. Or, register yourself by going to www.relayhealth and clicking **Register**. When prompted, select Army Medicine-Fort Knox MRC Clinic as one of your doctors.

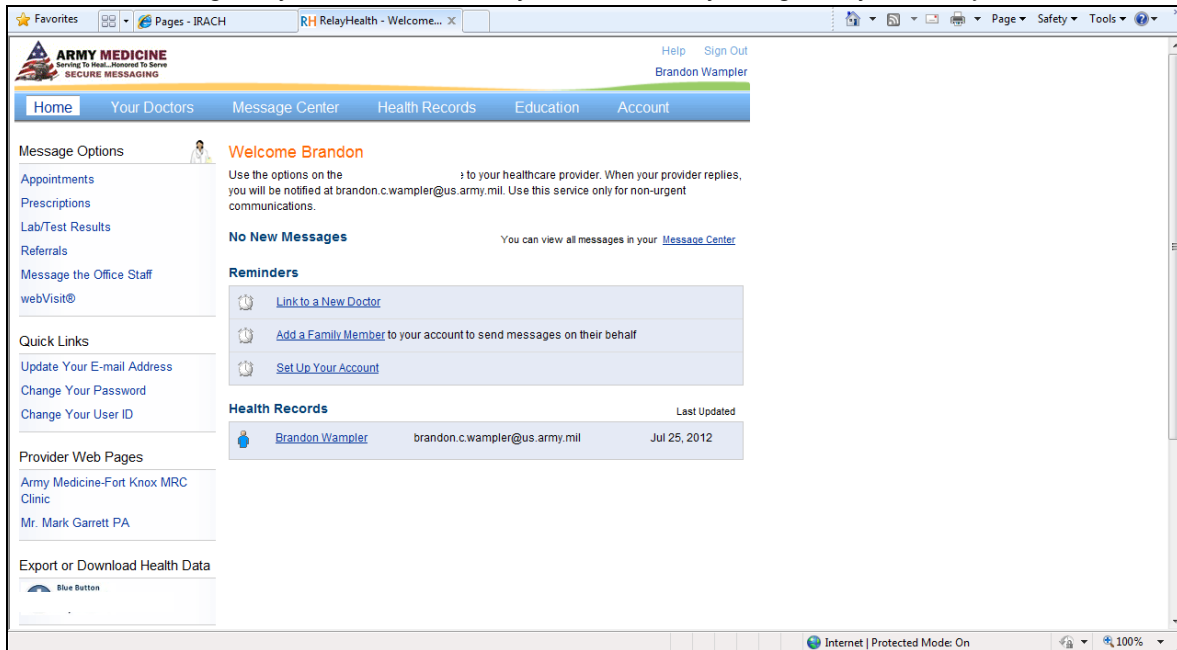
****NOTE:** To ensure security, we must **Accept** your application before you can use the service. *Please allow 24 hours following registration for our office to process your registration.*

If you have any problems registering, contact RelayHealth Customer Support at 1 866 RELAYME (1 866 735 2963), or support@relayhealth.com.

Is the Online Communication Service Difficult to Use?

We think you'll find the messaging service neatly organized and easy to use.

This screen shot gives you an idea of what you'll see when you log in to your RelayHealth account.



The first time you log in, we recommend taking a few seconds to review the Quick Tour presentation that pops up in your browser window.

What Healthcare Services Can I Access Online?

Available services are listed below. Once you select the type of message you'd like to send, you simply compose the message and send it to us.

Consult Your Doctor (webVisit™)	Use a webVisit to consult us about non-urgent health conditions or symptoms. In a webVisit, you're presented with a series of questions about your symptoms and other important health information. Your answers help us determine the best course of treatment for you.
Request An Appointment	Request an appointment online and avoid waiting on hold or playing phone tag with our office.
Request Medication Refills	Request a prescription renewal when you need additional refills for a prescribed medication. Once we approve your request, we can electronically route it to your pharmacy for filling.
Request a Lab/Test	Ask us to forward information about recent lab results or diagnostic tests to you

Result

electronically.

**Send a Note To Your
Doctor's Office**Use this feature to ask routine administrative questions, like inquiring about a bill.
