

RelayHealth 101

Are you looking for an easier way to get in touch with your primary care provider? Do you wish there was a place you could track all of your health information? RelayHealth makes these, and many other tasks, possible.

What is the RelayHealth service?

RelayHealth is a Web-based service that allows providers and patients to communicate securely. The service allows you to:

- Email your doctor
- Schedule your next appointment
- Check on your lab result
- Request a medication refill
- Access health information to manage your health
- Create your own personal health record, which can be especially useful for managing a chronic condition
- Securely store and manage your personal health record information including health conditions, allergies, immunizations, hospitalizations, office visits, and family health history



Is this service safe?

RelayHealth uses a high level of security to protect the privacy of health care information sent through its provider-patient messaging service. Unlike e-mail, RelayHealth uses a single, centrally managed, secure database for all provider-patient communications. To prevent others from viewing your personal information, you should always log out after using this service.

How is the RelayHealth message service different from regular e-mail?

These messages differ from regular e-mail because they are securely and confidentially transmitted. All RelayHealth messages allow you and your provider to view the entire message history.

How will I know if I have a message waiting for me at this site?

When a message is delivered to your RelayHealth inbox, an e-mail will be sent to your preferred e-mail address (the e-mail address you provided when registering) notifying you of a waiting message, and providing a convenient link to log in. You will not receive a RelayHealth e-mail address. Instead, you check your messages by signing in to the website using your username and password.

How do I sign up for RelayHealth?

Visit your Medical Treatment Facility's Medical Home Port Web page, or contact your primary care team to register. You can also visit the [Defense Health Agency's secure messaging page](#) for more information on the features and benefits of RelayHealth.