

Managing your healthcare is our priority. Our 412th Medical Group Clinic has a team of dedicated nurses who will assist you with staying well, managing chronic conditions, and providing support/service coordination during times of acute illnesses. Audio Notes will allow you to retrieve messages regarding results of your laboratory test.

## QUESTIONS ABOUT AUDIO NOTES:

Medical Management Office  
661-275-2736

Pin Reset: 661-275-2849

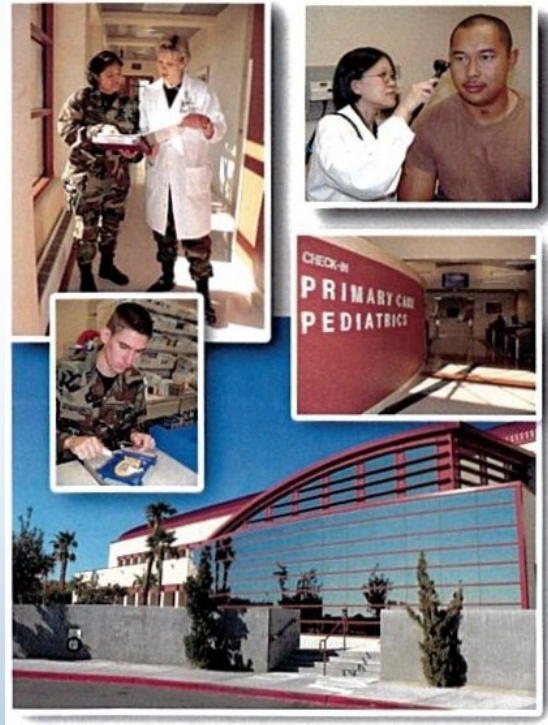
## TWO WAYS TO SCHEDULE APPOINTMENTS:

(1)

[WWW.TRICAREONLINE.COM](http://WWW.TRICAREONLINE.COM)

(2)

412th MDG Clinic: 661-277-7118



## AUDIO NOTES

Provider-to-Patient  
Message System

661-277-9896



**Available**

24 hours a day / 7 days a week

412th MEDICAL GROUP  
30 NIGHTINGALE ROAD  
EDWARDS AFB

## What is Audio Notes?

Audio Notes is a new service of the 412th Medical Group; it gives you access to a secure personalized voicemail-box. Your medical provider will leave messages for you with the results of your labs, x-ray imaging, or other clinical instructions. Your mailbox can be accessed 24 hours a day, 7 days a week at 661-277-9896. When a message is placed into your mailbox, you will receive an automated reminder call, informing you of any messages.

**For Audio Notes to work,  
YOUR PHONE NUMBER  
MUST BE CORRECT IN DEERS.**



## INSTRUCTIONS

### FIRST TIME SET-UP

- Step 1: Dial 661-277- 9896
- Step 2: Select option 2 for "Patient Results Retrieval System"
- Step 3: Enter sponsor SSN followed by Family member prefix (FMP\*) Followed by pound sign (#)
- Step 4: Enter 8-digit date of birth (mmddyyyy) Followed by pound sign (#) Re-enter 8-digit date of birth and (#)
- Step 5: Enter 6-digit PIN (valid for 12 months) Followed by pound sign (#)

### RETRIEVING MESSAGE(S)

- Step 1: Dial 661-277-9896, Press 2 for Results Retrieval System
- Step 2: Enter SSN followed by FMP then (#) Enter 8-digit date of birth, then (#)
- Step 3: Enter 6-digit PIN followed by (#)
- Step 4: Press 1 to listen to existing Messages Press (#) or hang up when done.

#### 2 Digit Family Member Prefixes:

- 20 Sponsor
- 30 Spouse
- 31 Spouse from second marriage
- 01 First child
- 02 Second child
- etc...

## Frequently Asked Questions

### Can I talk to my provider if I have questions/ concerns about my results?

Yes. You always have the right to speak to a member of your medical team. After listening to your messages, if you have any questions, please call the clinic where you were seen and leave a message that you would like to discuss the message left in your AudioNOTES mailbox.

### Who has access to my voice mailbox?

You, your medical team and anyone who knows your Personal Identification Number (PIN). We request that you keep your PIN in a secure location. Your PIN number is good for one year.

### What happens if I loose/forget my PIN number?

Please call AudioNOTES Customer Service at 275-2849 and leave a message to reset your pin. Our staff will contact you within 24 hours to reset your PIN, enabling you to create a new PIN the next time you access AudioNOTES.

### Can I save my messages to listen to at a future time?

Yes. The messages you have listened to will automatically be saved for 7 days. The messages you have not listened to will automatically be saved for 60 days. All messages will be removed from your voice mailbox after 180 days. If you have any questions regarding messages once they have been erased, please contact your medical team.