RHRP PROCESS FLOWCHART

STEP 1 – Member must know name/address of their Health Record Custodian (i.e XO, XPO, or designated HS) & what region they belong to (PAC / LANT).

STEP 2 – Member shall complete the Fleet HRA (online) and bring the printed out report. Members requiring vision correction must bring two (2) pairs of glasses. Website - http://[illegible]67.141.36/pls/newhra/hra.

STEP 3 – Member calls the PHA Call Center **1-800-[illegible]833** to schedule a PHA Appointment
Hours: Mon thru Fri 7am- 10pm CST & Sat 7am-3pm CST

If member fails to bring Fleet HRA report **to their** PHA visit and has no **Individual Medical Readiness deficiencies or Clinical Preventive Services** requirements, this will result in a **NO SHOW** and he/she must reschedule.

Dental – member must bring a copy of their DD-2813, AD/Reserve Forces Dental Examination to the PHA appointment

Member provides Call Center with demographics (Name, SSN, Address, Phone, CG & Civilian Email, Civilian Occupation, OPFAC, Region (PAC / LANT), Active or Reserve Status.

Kit consists of:

- Fax cover sheet
- FedEx envelope
- Map to clinic
- USPSTF recommendations
- Focused Exam SF-600
- PHA SF-600
- Lab supplies, if applicable (i.e. HIV, cholesterol)
- DD 2766 Form
- IMR services
- Fleet HRA reminder

Member is informed of IMR deficiencies & deployment health status (must complete deployment health assessment, if needed).

Member is informed that a PHA kit will be sent to the address provided by member .

Member scheduled for a PHA appointment with a civilian provider within 50 miles of his/her home zipcode.

Call ENDS

STEP 4 - PHA Kit is sent in mail with a reminder to bring the completed Fleet HRA to PHA Appointment.

STEP 5 - Member receives a 72 Hour appointment Call Reminder.

STEP 6 - Member goes to the PHA appointment. Member is instructed to follow-up with his/her PCM if needed.