FACT SHEET

TRICARE Online Patient Portal

ACCESS ANYTIME, ANYWHERE

TRICARE Online Patient Portal (TOL) is the Department of Defense (DoD) online patient portal providing eligible beneficiaries access to military hospital and clinic appointing, prescription (Rx) refill, DoD Blue Button personal health data, Secure Messaging, Service Separation/Retirement and Nurse Advice Line.

DoD beneficiaries age 18 years or older, including active duty service members, retired service personnel and their families, can use TOL Patient Portal services and information. Beneficiaries can securely access information using their DoD Common Access Card (CAC), DoD Self-Service Logon (DS Logon) Premium (Level 2) and Defense Finance and Accounting Services (DFAS) myPay credentials. TOL Patient Portal capabilities are available 365/24/7 from any location with an internet connection, providing convenient access to tools which empower patients to be more active participants in their health care. TOL Patient Portal saves time, money and frustration. Patients can schedule an appointment for a sick child in the middle of the night, refill a Rx without waiting in line at the pharmacy, check lab results from their cell phone or even communicate directly with their provider team or a nurse regarding their health care needs.

Key Capabilities

- Schedule primary care and select self-referral military hospital or clinic appointments
- Cancel, view, and/or print past and future appointments
- Receive up to three email and/or text reminders for appointments and Rx Refills
- Access DoD and VA personal health data including medications, allergies, problem lists, encounters, lab results, radiology results, vital signs and immunizations
- Request Rx Refills and status information
- Communicate securely with the health care team
- Access Service Separation/Retirement and Nurse Advice Line information

Key Benefits

- Consolidates existing patient health care capabilities
- Provides convenient 365/24/7 self service
- Provides secure login with DoD CAC, DS Logon Premium, or DFAS myPay
- Encourages active participation in health care
- Increases beneficiary access to care
- Reduces the administrative workload for military hospitals and clinics
- Reduces appointment no show rates
- Increases patient satisfaction
- Saves resources, time and money

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