TRICARE Online
Patient Portal Overview

What is the TOL Patient Portal and why would I access it?

The TOL Patient Portal is the Department of Defense's online patient–focused portal providing access to online health care information and services including Appointments, Health Record, Prescription (Rx) Refill, Service Separation, Secure Messaging and the Nurse Advice Line.

Who is eligible to access the TOL Patient Portal?

Any TRICARE patient, who is at least 18 years old, and receives care at a military hospital or clinic.

**What types of credentials can I use to access the site?**

- Premium DoD Self-Service Logon (DS Logon)
- DoD Common Access Card (CAC)
- Defense Finance and Accounting Services (DFAS) myPay

What health care information and services does the TOL Patient Portal provide?

- Appointments – Make, change and cancel military hospital or clinic PCM and select self-referral appointments. View future and past appointments. Set up email and text message reminders. Set earlier appointment notifications. Act on behalf of yourself and your family members.
- Health Record – Securely view, download, print and share lab results, radiology results, medication profile, allergy profile, encounters, problem lists, immunizations and vital signs, for yourself and your family members under the age of 12.
- Rx Refill – Refill your prescriptions for military hospital or clinic pick up. Check your prescription status. Access the TRICARE Mail Order Pharmacy. Act on behalf of yourself and your family members.
- Service Separation/Retirement - Access medical information and services for those separating from active duty service or the reserves. Information includes how to file a pre-separation claim, schedule a Separation History and Physical Examination.
- Secure Messaging - Communicate securely with your health care team.
- Nurse Advice Line - Call to talk to a registered nurse 24 hours a day, 7 days a week. Get health care advice, ask questions, or find out if you should get care.

Visit the TOL Patient Portal at www.TRICAREOnline.com

How do I access the TOL Patient Portal health care information and services?
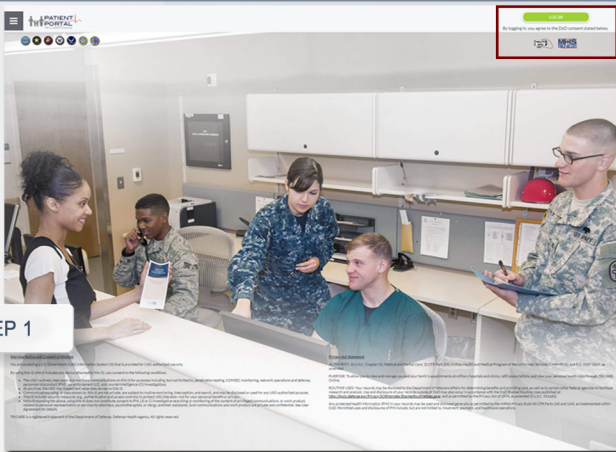
STEP 1
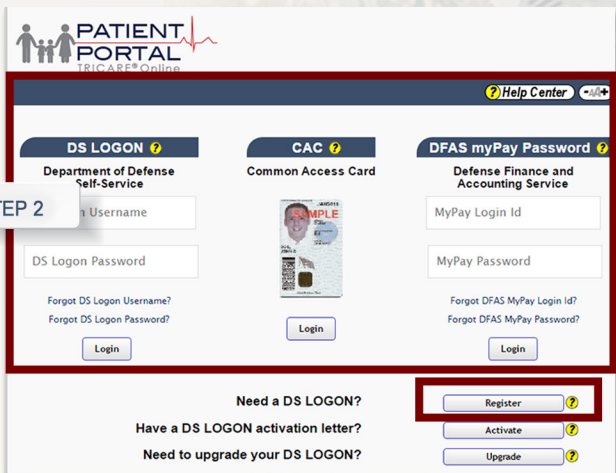
STEP 2

STEP 3

1. Log in to **www.TRICAREOnline.com**.

2. Log in with your DS Logon Premium (Level 2), DoD CAC or DFAS myPay credentials. If you do not have DS Logon credentials and would like to, click "Register."

3. The TOL Patient Portal home page consists of:

- Appointments – Make, change and cancel military hospital or clinic primary care appointments
- Health Record – Securely view, download, print or share your personal health data
- Rx Refill – Refill your prescriptions for military hospital or clinic pick up
- Service Separation/Retirement - Access medical information and services for those separating from active duty
- Secure Messaging - Communicate securely with your health care team
- Nurse Advice Line - Talk to a registered nurse 24/7. Get advice or ask questions about your health care

QUICK REFERENCE CODE LINK

SIGN UP FOR TOL PATIENT PORTAL NEWS

Sign up to receive the TOL Patient Portal News and Events emails

https://public.govdelivery.com/accounts/USMHSDHSS/subscriber/new

TOL PATIENT PORTAL CUSTOMER SERVICE

TOL Patient Portal Customer Service Available 24/7/365
1-(800) 600-9332

OCONUS Telephone Numbers located at "Contact Us"

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DHA | SDD