## How Do I Access?

TRICARE Online Patient Portal (TOL PP) requires users to have credentials\* to access our secure website.

You are automatically registered when you use one of the three Department of Defense (DoD) credentials:

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

\*All DoD Service Members and beneficiaries who are at least 18 years old are eligible for DoD credentials.



Defense Health Agency Global Service Center (DHAGSC)



provides 365 / 24 / 7 Customer Service



(800) 600-9332



OCONUS contact information is available at www.TRICAREOnline.com under "Contact Us"

Scan the code below and bookmark the TOL PP mobile site today!



As of July 202



#### COVID-19 WEBVISIT<sup>™</sup> PATIENT GUIDE

Access TOL PP Secure Messaging directly at https://app.tolsecuremessaging.com

# www.TRICAREOnline.com

### Do you think you may be experiencing COVID-19 symptoms?

There is no need to make an appointment or call your health care team, just use the COVID-19 webVisit<sup>™</sup> available to you via TRICARE Online Patient Portal (TOL PP) Secure Messaging.

It's easy! Go to your Secure Messaging application to access the COVID-19 webVisit<sup>™</sup>. You can access TOL PP Secure Messaging directly at https://app. tolsecuremessaging.com with a username/ password, DS Logon or CAC. Follow the instructions and answer the questions based on Centers for Disease Control and Prevention (CDC) guidelines.

Once completed, send the questionnaire to your health care team and your provider will respond to you regarding next steps.



A webVisit<sup>™</sup> is a detailed set of questions created by physicians to simulate exam room interviews. The webVisit<sup>™</sup> allows you to give detailed information pertaining to symptoms or concerns. You can proactively send your provider or your dependent's provider, a

webVisit<sup>™</sup> or they can send one to you if they would like to know more details from an earlier correspondence. To begin a webVisit<sup>™</sup>, follow the instructions on the next page.

## COVID-19 WEBVISIT™ PATIENT GUIDE

 After logging into Secure Messaging, click Messages then webVisit<sup>™</sup>.



2 A pop-up box will now appear. You will now be asked to select the patient name (your name or your dependent's name) as well as the related provider. Then select "Next".

<ul> <li>Address Your Messa</li> </ul>	ge
Select a Patient	Beadle Russell 🔻
Select a Provider	Eric Macneer MD at Demo-Joint Base Pacific West-PC-Demo <b>v</b> Providers that do not accept this type of message will not display in this menu.
nportant: If you are mes roper handling of your n	saging on behalf of a child or other dependent, make sure their name is selected above to ensure essage.
	NEXT >>

- 3 You are now reminded that the webVisit™ is not intended for emergency or same-day questions or requests.
- 4 Now click "All webVisit™ Clinical Interviews" to select the webVisit that most closely relates to your situation.
- 5 After confirming demographic information, and accepting the \$0 fee terms, you may begin responding to questions.

< PREVIOUS 1 ACCE	CANCEL THIS INTERVIEW
Please click I ACCEPT below to continue.	
Office policy is to respond within 1 day of routine office	e hours.
You will be asked a series of specific questions which y response.	our doctor requires to provide you with the best possible
What to Expect	
Patient Name Christopher R. Kovacs	
Introduction to webVisit®	

6 You will now begin the interview. Each question must be responded to, otherwise you can't proceed to the next page.

terview - COVID-19
OT FOR PRESENCES. webVisit is not for use for medical emergencies or urgent situations. If you think you or your family member may have medical emergency. call your doctor or 011 immediately.
you have any of the following symptoms at this time you may need urgent medical attention, call your ovider right away:
Shortness of breath or trouble breathing- unable to speak full sentences
Can't swallow saliva
Chest pain
New instances of dizziness, confusion, or seizures
Fever that is 104.0 degrees F (40.0 degrees C) or higher
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- After you answer all the questions you will be provided the opportunity to review the interview responses and make any edits.
- 8 Next you will have the choice of updating the Personal Health Record or the webVisit™ patient. Then click "Finish".
- 9 Before you click Send, you also have the option of attaching any relevant files such as a photograph, PDF, Word or Excel file. Last, click "Send".

webVisit®	
Message from Be	adie Russell to Eric Macneer MD at Demo-Joint Base Pacific West-PC-Demo
<ul> <li>webVisit8 - Clinic</li> </ul>	ol Interview
If you want a clinician webVisit® by clicking	to provide medical advice to you online instead of making an office appointment, please complete a a link below:
To complete your we COVID-19	bvisit please click on the <b>Send</b> button.
🛛 Attoch o File	~
	CANCEL

O The message has been sent and you can expect a response, on average, in one business day.

