# COVID-19 WEBVISIT PATIENT GUIDE

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

There is no need to make an appointment or to call your health care team, just use the COVID-19 webVisit 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. 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.

Detailed guide on next page.

PATIENT PORTAL
TRICARE® Online

**Visit TOL PP at www.TRICAREOnline.com**
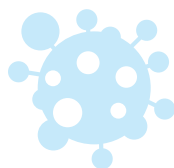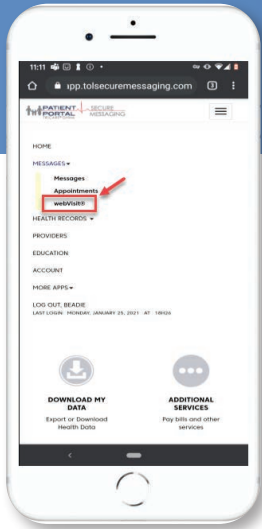
webVisit

A webVisit is a detailed set of questions created by physicians to simulate exam room interviews. The webVisit allows you to give detailed information pertaining to symptoms or concerns. You can proactively send your provider or your dependent's provider, a webVisit or they can send one to you if they would like to know more details from an earlier correspondence. To begin a webVisit, follow the instructions below.

1 After logging into Secure Messaging, click Messages then webVisit.
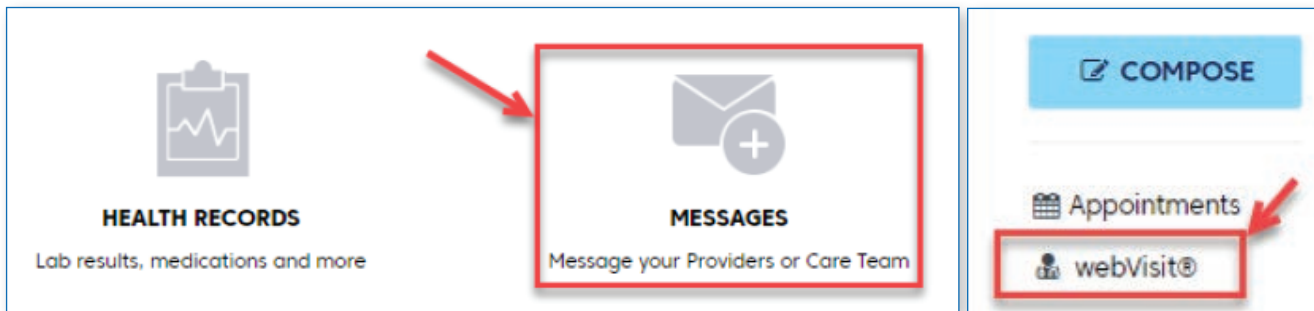
2 A pop-up box will now appear. You will now be asked to select the patient name (your name or your dependent's name) as well as the related provider. Then select "Next".

3 You are now reminded that the webVisit is not intended for emergency or same-day questions or requests.

webVisit

4 Now click All webVisit Clinical Interviews to select the webVisit that most closely relates to your situation.

Complete one of the following webVisit interviews to collect important details regarding your condition.

View All webVisit Clinical Interviews

Symptoms and Conditions

Select the Symptom or Condition that applies

Symptoms and Conditions	Other Reason for Messaging Provider

A-As
Abnormal Penile Discharge
Acne
Adult Acne
Allergies
Anticoagulation Treatment
(Warfarin/Coumadin)
Anxiety Disorder
Arthritis
Asthma

At-B
Athlete's Foot
Back Problems
Bites and Scratches
Blood in Urine
Bowel Problems
Breathing Problems
Burns

C-Co
Chronic Pain
Cold Sores
Colds
Congestive Heart Failure
Constipation
COPD (emphysema)
Coronary Artery Disease
Coughing

CO-D
COVID-19
Cystic Fibrosis (Adult)
Depression
Depressive Disorder
Diabetes
Diarrhea
Dizziness
Drug/Alcohol Problems

E
Ear Problems
Elbow Injury
Elbow Problems
Enlarged Prostate
Erectile Dysfunction
Eye Injury
Eye Problems

F-G
Fatigue
Fever
Finger Injury
Foot and Ankle Injury
GERD/Peptic Ulcer Disease

H-Hi
Hair Loss
Hand and Wrist Injury
Hay Fever
Headache
Headaches/Migraines
Heartburn
High Blood Pressure
High Cholesterol

Hip-J
Hip/Upper Leg Injury
Hypertension
Infertility Treatment
Influenza (Seasonal and H1N1)
Insect Stings and Bites
Irritable Bowel Syndrome
Jock Itch

Next >>

5 After confirming demographic information, and accepting the $0 fee terms, you may begin responding to questions.

Introduction to webVisit®

Patient Name Beadie Russell

▶ **Fees for This Service**

Your doctor's practice **does not charge** for webVisits.

There is no copay requirement for this service.

▶ **What to Expect**

You will be asked a series of specific questions which your doctor requires to provide you with the best possible response.

Office policy is to respond within **1 day of routine office hours.**

Additional Note from Doctor
If you have any pictures or related paperwork, please attach them to this message by clicking on the paperclip icon above.

Please accept these fee terms by clicking **I Accept** below.

<< PREVIOUS	I ACCEPT	CANCEL THIS INTERVIEW

webVisit

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

Interview - COVID-19

NOT FOR EMERGENCIES.
A webVisit is not for use for medical emergencies or urgent situations. If you think you or your family member may have a medical emergency, call your doctor or 911 immediately.

If you have any of the following symptoms at this time you may need urgent medical attention, call your provider 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
- ☐ Coughing up blood- more than about 1 teaspoon
- ☐ Signs of low blood pressure- feeling cold, pale, clammy skin, light-headed, too weak to stand
- ☐ None of the above

To help me understand your current medical problem and symptoms, please complete the following questionnaire. In a few words, please describe your condition and how I can help you today:

[   ]

How long have you been having symptoms?
- ○ 1-3 days
- ○ 4-7 days
- ○ More than 1 week

Since your symptoms began, have they been:
- ○ getting better every day
- ○ getting better and then got worse
- ○ about the same every day
- ○ getting worse every day

On a scale of 1 to 10 with 10 being the worst, please rank the severity of your symptoms.
- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6
- ○ 7
- ○ 8
- ○ 9
- ○ 10

Do you have any of the following symptoms, please select all that apply.
- ☐ Fever
- ☐ Nausea
- ☐ Muscle aches and pains
- ☐ Chest pain or pressure
- ☐ Fatigue
- ☐ Headache
- ☐ Sore throat
- ☐ Difficulty swallowing
- ☐ Cough
- ☐ Shortness of breath or difficulty breathing
- ☐ Chills
- ☐ Repeated shaking with chills
- ☐ New loss of taste or smell
- ☐ Other (please describe): [   ]
- ☐ None of the above

[NEXT >>] [CANCEL THIS INTERVIEW]

7. 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.
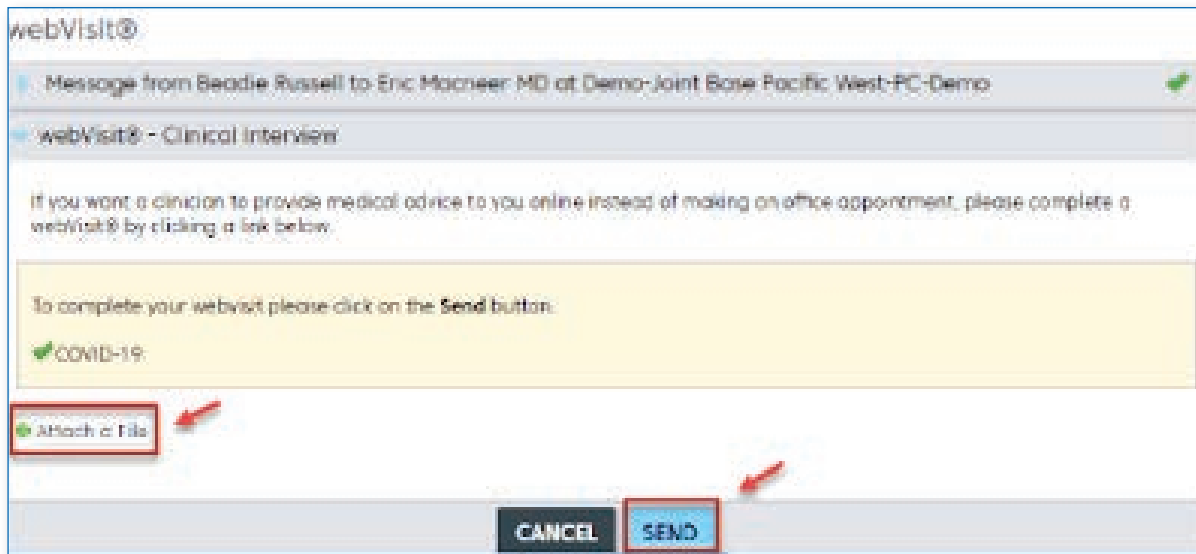
10. The message has been sent and you can expect a response, on average, in one business day.