



# Appointments



## **What is TRICARE Online (TOL) Patient Portal Appointments?**

TOL Patient Portal Appointments allows you to make, change, and cancel military hospital or clinic primary care and select self-referral appointments. You can also view future and past appointments, set up text or email appointment reminders, and set up earlier appointment notifications.

## **What types of appointments are supported by the TOL Patient Portal?**

Primary care, select self referral and patient education classes can be scheduled using TOL Patient Portal Appointments. If you cannot find an appointment, please contact your military hospital/clinic directly or use Secure Messaging to send a request for appointment to your health care provider team.

## **Can I access appointments on behalf of my family members?**

Yes, you can access TOL Patient Portal appointments on behalf of:

- Yourself,
- Other adult family members (who have granted access),
- Minor children (under 18 years of age).

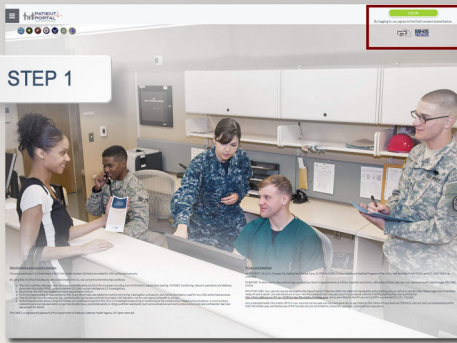
## **Can I set up appointment reminders to alert me of my military hospital or clinic appointment(s)?**

Yes, you have the ability to define up to three email addresses and mobile phone numbers, including international numbers, for receiving email and text reminders for military hospital or clinic appointments. Set the reminder when prompted as you make an appointment or within your “Profile” on the TOL Patient Portal home page.

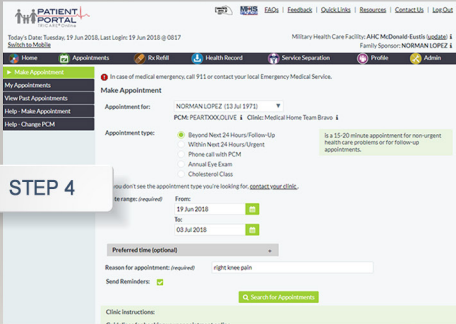
# How do I make a military hospital or clinic appointment using the TOL Patient Portal?



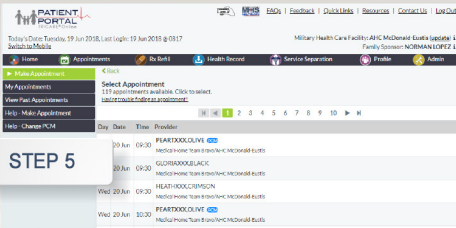
## STEP 1



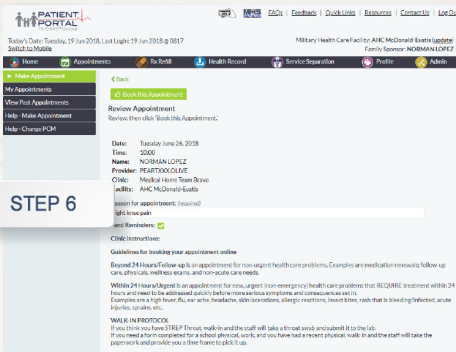
## STEP 4



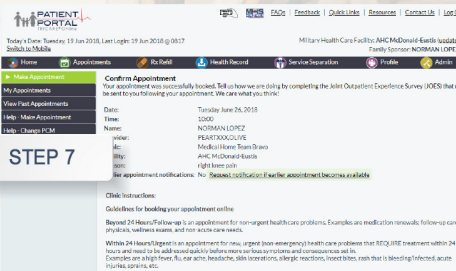
## STEP 5



## STEP 6

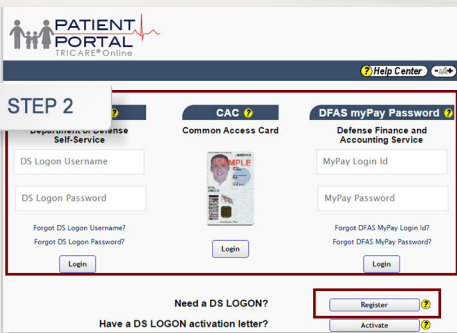


## STEP 7



1. Go to **www.tricareonline.com** and click **"Log In."**
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. Click **"Appointments"** on the TOL Patient Portal home page to make an appointment for yourself or your family member.
4. Click **"Make Appointment"** on top left. Select who the appointment is for, what type of appointment you need, and enter a **"Reason"** for the appointment. Review the Clinic Instructions and select a date range. Click **"Search for Appointments."**
5. Select the desired appointment from the list.
6. Review Appointment. Confirm appointment information is correct. Click **"Book this Appointment."**
7. Confirm appointment was successfully scheduled. View your new appointment in the "My Appointments" tab.

## STEP 2



## STEP 3



To set up email and text message appointment reminders, please enter requested information in your TOL Patient Portal "Profile."

### 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/USMHS/DHSS/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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Visit the TOL Patient Portal at [www.TRICAREOnline.com](http://www.TRICAREOnline.com)

