

ACCESS ARMY MEDICINE

There are many recent innovations within the Army Medical System that can help you and your family find care when needed. As everyone knows, people don't always get sick just when your primary care clinic is open. Also, you would rather not go to the Emergency Room and sit next to REALLY sick people, if you don't need to! So what's the best way to get care? A lot depends on the circumstances. First, let's talk about the tools that TRICARE has. Some of them are new and some have been with us for a while.



NURSE ADVICE LINE (NAL)

Speak to a Nurse 24/7 about:

- My Illness
- My Child's Illness
- Medical Questions

The NAL offers a single, known point for all TRICARE beneficiaries to access clinical advice and health information across CONUS. It is designed to provide you with quick access to healthcare advice, increase patient satisfaction with TRICARE benefits and (where appropriate), redirect you to the direct care system. Additionally, if the nurse recommends that the caller see a provider, then appointing services will be offered. Learn more about the Nurse Advice Line at: www.youtube.com/watch?v=CRNGjlcOvNo



1-800-874-2273
Select Option 1



TRICARE ONLINE (TOL)

- Make/Change/Cancel an Appointment, 24/7
- View/Print/Share Personal Health Data
- Find a Doctor
- Refill a Prescription
- Transfer My MTF Enrollment

TOL allows you to: view, schedule, or cancel a Primary Care appointment and/or select self-referral appointments for you or your family members; set email or text message appointment reminders for you or your family members; view, download or share your Blue Button Personal Health Data; check the status or order prescription refills for you or your family members 24 hours a day, 7 days a week. TOL also securely links you and your family to consolidated healthcare services and provides you with information about treatment received at a military hospital or clinic. To use TOL, make an account using either a DS Logon or a DFAS MyPay account. Both can be used at home.

Visit www.tricareonline.com for simple, step by step instructions. Learn more about making an appointment on TOL <http://youtu.be/dxwD76GzT7c>



www.tricareonline.com



SECURE MESSAGING SERVICE

- Send a Message to my Provider
- Request/refill/renew a prescription
- Access a patient education library

Army Medicine Secure Messaging <https://app.relayhealth.com> allows you to directly contact your healthcare team through the web. You can initiate: a web visit consultation, receive preventive care reminders, send a note to the provider's office, request test results, ask for prescription renewals, and/or ask a question of your provider and care team. See your Army Medical Home team to get enrolled in secure messaging. Learn more about secure messaging at www.youtube.com/watch?v=MyznzTYqo7U



ARMY MEDICINE
SECURE MESSAGING SERVICE

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