



FACT SHEET

Secure Messaging

COMMUNICATE SECURELY WITH YOUR HEALTH CARE TEAM

Secure Messaging (SM) provides Military Health System patients who receive care at a military treatment facility or clinic access to a robust messaging capability, allowing authorized patients the ability to securely communicate with their health care team.

SM is a patient centric initiative allowing the patient to directly communicate via the internet with the health care team for advice on minor medical issues, chronic disease management, test results, appointment requests, medication refills and other health care needs. SM allows patients to communicate with their health care team at their convenience, whenever they want and wherever they are. Patients can reduce unnecessary appointments and stress by communicating virtually and directly with their health care team. Secure Messaging is accessible directly at <https://mil.relayhealth.com> or by clicking the "Secure Messaging" icon on the TOL Patient Portal homepage located at www.TRICAREOnline.com. To reach the Federal RelayHealth help desk, please call 1-866-309-4138 or e-mail patient support at: federalssupport@relayhealth.com. Care team support: tl.federalssupport@relayhealth.com.

Key Capabilities

- ▶ Provides standard and customizable templates for patients to communicate securely with their health care team about chronic and minor medical issues, prescription renewals and refills, appointment scheduling requests and notification of test results
- ▶ Provides the health care team the ability to send broadcast messages for patient education and clinic administrative notifications
- ▶ Allows the patient to access a large, peer-reviewed patient education library
- ▶ Allows the patient to record medical history in his/her personal health record and grant access to the health care team

Key Benefits

- ▶ Improves patient access to care and satisfaction
- ▶ Encourages the patient to be an active member of the care team
- ▶ Promotes care coordination between office visits
- ▶ Improves efficiency and effectiveness of communication between patients and their health care team
- ▶ Improves documentation and workload capture
- ▶ Helps reduce unnecessary telephone calls, clinical appointments and emergency room visits
- ▶ Improves health care team productivity to allow more time for office visits

PATIENT PORTAL TRICARE[®] Online **SECURE MESSAGING**

Secure.Messaging

connect with multiple physicians

anytime...anywhere

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