

FACT SHEET

Secure Messaging

COMMUNICATE SECURELY WITH YOUR HEALTH CARE TEAM

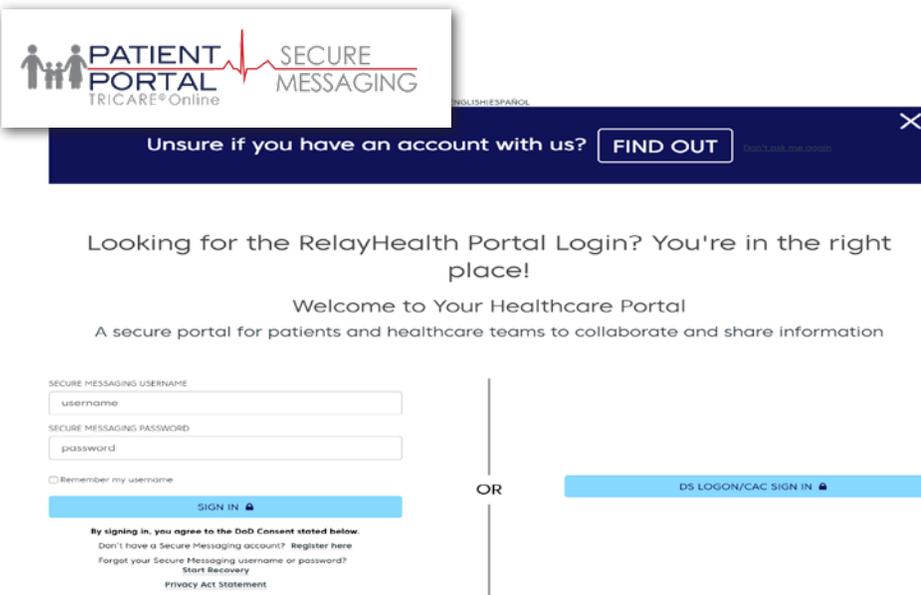


TRICARE® Online Patient Portal Secure Messaging provides Military Health System patients who receive care at a military treatment facility or clinic access to a robust messaging capability, allowing authorized patients the ability to securely communicate with their health care team.

TOL Patient Portal Secure Messaging (TOL PP SM) is a HIPAA compliant patient centric initiative allowing the patient to directly communicate asynchronously with their health care team for advice on non-urgent medical issues, chronic disease management, test results, medication renewals and other health care needs. TOL PP 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.

Once signed in to TOL PP, users can directly access their SM account without logging in a second time*. Users can still access TOL PP SM directly at TOLSecuremessaging.com with a username/password, DS Logon or CAC. To reach the TOL Patient Portal Secure Messaging help desk, please call 1-866-309-4138.

***NOTE: Users must perform a one-time link of their accounts.**



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 questions about 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 patients and health care teams to send attachments, such as pictures and forms

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

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