FACT SHEET
TRICARE Online Patient Portal
ACCESS ANYTIME, ANYWHERE

TRICARE Online Patient Portal (TOL PP) is the Department of Defense (DoD) online patient portal providing eligible beneficiaries access to military hospital and clinic appointments, prescription (Rx) refill, Health Record, Secure Messaging, Service Separation/Retirement and Nurse Advice Line..

DoD beneficiaries age 18 years or older, including active duty service members, retired service personnel and their families, can use TOL PP services and information. Beneficiaries can securely access information using their DoD Common Access Card (CAC), DoD Self-Service Logon (DS Logon), and Defense Finance and Accounting Services (DFAS) myPay credentials. TOL PP capabilities are available 365/24/7 from any location with an internet connection, providing convenient access to tools that empower patients to be more active participants in their health care. TOL PP saves time, money and frustration. Patients can schedule an appointment for a sick child in the middle of the night, refill a Rx without waiting in line at the pharmacy, check lab results (including Coronavirus test results) from their cell phone, or even communicate directly with their provider team or a nurse regarding their health care needs. Access the TOL PP at www.TRICAREonline.com. This system is projected to be subsumed upon full deployment of the MHS GENESIS EHR.

Scan the code below and bookmark the mobile site today!

Key Capabilities

- Schedule and manage primary care and select self-referral military hospital or clinic appointments for yourself and authorized family members
- View status of appointment referrals for yourself and authorized family members
- View alerts when prescriptions are available for refill, request prescription refills and view prescription status information
- Receive email and/or text reminders for appointments and Rx refills for up to three email addresses and/or mobile phone numbers
- View and download DoD and VA personal health data for yourself and authorized family members, including laboratory and radiology results, medications, allergies, problem lists, encounters/notes, documents, vital signs, and immunizations
- Communicate securely with your health care team via Secure Messaging
- Access service separation/retirement and nurse advice line (NAL) information

Key Benefits

- Consolidates existing patient health care capabilities
- Provides convenient 365/24/7 self service
- Provides secure login with DoD CAC, DS Logon Premium, or DFAS myPay
- Encourages active participation in health care
- Increases beneficiary access to care
- Reduces the administrative workload for military hospitals and clinics
- Reduces appointment no show rates
- Increases patient satisfaction
- Saves resources, time and money
- Provides communication tool to reach target population with information about changes impacting the community
- Supports desktop and mobile devices

SDD is a component of DHA DAD IO/J-6. For more information, visit www.health.mil/SDD. To subscribe for SDD product news, please visit https://public.govdelivery.com/accounts/USMHSDHSS/subscriber/new.

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