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.

Visit the TOL Patient Portal at www.TRICAREOnline.com
How do I make a military hospital or clinic appointment using the TOL Patient Portal?

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. Select (1) who the appointment is for, (2) what type of appointment you need, and (3) 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. Refer to calendar on right side. Click “Choose this Appointment Time.”

6. Review Appointment. Confirm appointment information is correct. Click “Book this Appointment.”

7. Confirm appointment was successfully scheduled. View your new appointment in future appointments list at bottom of page, highlighted.

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/USMHSDHSS/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”

Visit the TOL Patient Portal at www.TRICAREOnline.com

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How do I reschedule a military, hospital or clinic appointment using the TOL Patient Portal?

1. Once logged in to TOL Patient Portal, click “Appointments” on the TOL home page.

2. Click “Reschedule” from sub navigation bar to reschedule an appointment for yourself or your family member. Click the radio button next to the future appointment you want to reschedule.

3. Select what type of appointment you need, update the reason for the appointment if necessary. Review the Clinic Instructions and select a date range. Click “Search for Appointments.”

4. Select the desired appointment from the list. Refer to calendar on right side. Click “Choose this Appointment Time.”

5. Review Appointment Confirm appointment information is correct. Click “Book this Appointment.”

6. Confirm appointment was successfully scheduled.

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

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How do I cancel a military hospital or clinic appointment using TOL Patent Portal?

1. Once logged in to TOL Patient Portal, click “Appointments” on the TOL home page or top navigation bar and “Cancel” from sub navigation bar to cancel an appointment for yourself or your family member.

2. Click the radio button next to the future appointment you want to cancel. Verify the selected appointment information in green area. Click “Cancel Appointment.”

3. Confirm appointment successfully cancelled.

4. To cancel appointment while viewing Future Appointments, select “X” next to appointment to cancel.

5. Verify the appointment to cancel.

6. Confirm appointment successfully cancelled.

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

Quick Reference Code Link

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