



Notice (009)

What's new for NMCS D and TRICARE Online?

April 30, 2020

Based on feedback from users like you, we've introduced a few new features on TOL Patient Portal (PP) to help you manage your health.

- **Virtual Visits.** Virtual appointments are now available with your Primary Care Manager team via TRICARE Online. Virtual appointments consist of telephone or video appointments with your provider and should not be booked for emergent medical needs such as chest pain, difficulty breathing, or other new or worsening conditions where a provider must conduct a hands-on physical examination to best evaluate them. For those situations continue to employ 911 or Emergency Department visits using your best judgment. Virtual appointments should also not be booked for routine physicals, well woman examinations, or well-baby/child examinations due to the nature of those encounters.

If you have any questions about whether your medical needs can be cared for in a virtual appointment, please contact your medical home who will provide further advice. In order to minimize exposure to COVID-19 and to help flatten the curve, we advise you not go into your clinic unless directed to by your PCM team at the current time.

- **Nurse Advice Line (NAL) Phone Number.** The NAL icon now displays the United States phone number as you hover over on the TOL PP home page for quick reference (1-800-TRICARE, Option 1). Click on the NAL image to access Overseas contact information.
- **COVID-19 Test Results.** You can now see your COVID-19 test results once the results have been certified. Click on the blue "Health Record" button to access your records and laboratory results. The 4-day wait period remains for all other laboratory test results.

Reminder: To achieve best health outcomes and care, your healthcare team recommends you first attempt to schedule appointments with your PCM. For your convenience, PCM appointments are identified in bold with blue "PCM" icon.

Do you have questions regarding COVID-19?

The NMCS D COVID-19 HOTLINE is now available 24/7 at **619-532-5358**. If you would like to speak to a healthcare provider about COVID-19 symptoms, they are available Monday – Friday from 0730 to 1600.

-----Your **Health** is Our **Mission**-----