Link for TRICARE Online (TOL) Secure Messaging

You may now reach your provider and health care team online using a secure service through TRICARE online. There are two ways to access this link. You may go directly to the TRICARE online (TOL) Portal Secure Messaging or visit TRICARE online website.

We encourage you to communicate directly about non-urgent healthcare needs. Patients find this service more convenient than the telephone. It is also safer than e-mail.

MEDCOM policy requires that patients registering in Secure Messaging register in person at the clinic so your identification can be verified. This extra security measure ensures that we protect your privacy and access to your personal health information.

During your next visit to Munson, ask for and complete a registration form for Secure Messaging. Within 3 business days you should receive email confirmation that your account is created. Once you receive your e-mail confirmation simply sign in to your account on TRICARE online (TOL) Secure Messaging to complete the registration. (Be sure to check your e-mail filters and junk mail for replies.)

Once your account is confirmed and active you will also be able to add and act on behalf of your dependent children under the age of 13 (13 or can at discretion have their own account but not required). Unless there are extenuating circumstances, you will not be able to register on behalf of anther adult (ask at the clinic for details).

About TRICARE online (TOL) Secure Messaging

What is the TRICARE online Secure Messaging service?
This is a Web-based service through which patients and providers (physicians and their authorized staff) can communicate securely.

Is this service secure?
This service uses a high level of security to protect the privacy and confidentiality of healthcare information transmitted through its provider-patient messaging service. TRICARE online Secure Messaging uses a single, centrally managed, secure database for all provider-patient communications. Only you, your provider, and your provider's authorized staff can read these messages.

What type of software is necessary to use the TRICARE online Secure Messaging service?
Accessing the service requires only a connection to the Internet and a Web browser. You can run this service using either a PC or a Macintosh computer.

How will I know if I have a message waiting for me at this site?
You will not receive a TRICARE online Secure Messaging e-mail address. Messages are delivered to your personal e-mail notifying you of a waiting message with a link to this service. You check your messages by signing in to your password-protected

Communicating With Your Doctor

Can I use the TRICARE online Secure Messaging service to send messages for my family members?
Yes. You can use the service for your dependent family members (e.g., children, parents, etc.). From your Home page, Add a Family Member (Adults will be required to have their own separate account unless special power of attorney processes are in place).

How old do I have to be to have a TRICARE online Secure Messaging account?
The minimum age for an account is 13 years old. However, your doctor's practice may have policies in place that do not allow for online messaging with minors.

Who will be able to view the messages I send using this service?
Only you, your provider, and your provider's authorized staff. If authorized, members of your doctor's staff, such as nurses or other clinical team members may prepare responses to your communications as they would during an office visit.

How do I request lab or test results?
On the vertical navigation bar on your Home page, click Lab/Test Results to start a Lab/Test Results Request message. Address your message by selecting the appropriate patient and provider names and click Next. Click Add Tests to select tests from a list or enter one into the Other text box. Click Save, enter any comments, then click Send. The service provides confirmation of successful message transmission as well as the expected response time from your provider's office. The service delivers the response from the provider's office to your TRICARE online Secure Messaging inbox.

What is a web visit?
If you can wait until the next day for an answer, a web Visit might be the easiest way to get what you need. By simply answering a series of specially designed medical questions, you can get personal assistance from your own provider in the form of a secure, private message—like e-mail, but better because it captures and relays the information your provider needs to know.

Personal Health Record

What is the advantage of keeping my Personal Health Record up to date?
Entering your health record is not required; however, keeping accurate records of your health conditions, health habits, medications, allergies, immunizations, and family health history supplies helpful information to your provider while he or she is messaging with you or adding clinical data to your record. Health Education

Does this service provide health education materials?
Yes. You will see an Education tab on your Home page. Click the Education tab and click Launch Patient Education to access the service. The patient education service provides information on thousands of diseases, conditions, procedures, and medications in plain language. Current topics include pediatric, adult, women's, and senior health issues, as well as specialty areas such as behavioral health and sports medicine.

General Tips

I forgot my TRICARE online Secure Messaging user ID or Password. What should I do?
If you have forgotten your User ID or your Password, simply click the "Forgot your User ID or Password?" link on the Welcome page and follow the simple and secure process to retrieve your sign in information.

This Web site provides an introduction to the U.S. Army Medical Department's headquarters organizations, which are the Office of the Army Surgeon General and U.S. Army Medical Command headquarters. It is intended for interested members of the public, news media and Army Medical Department beneficiaries.