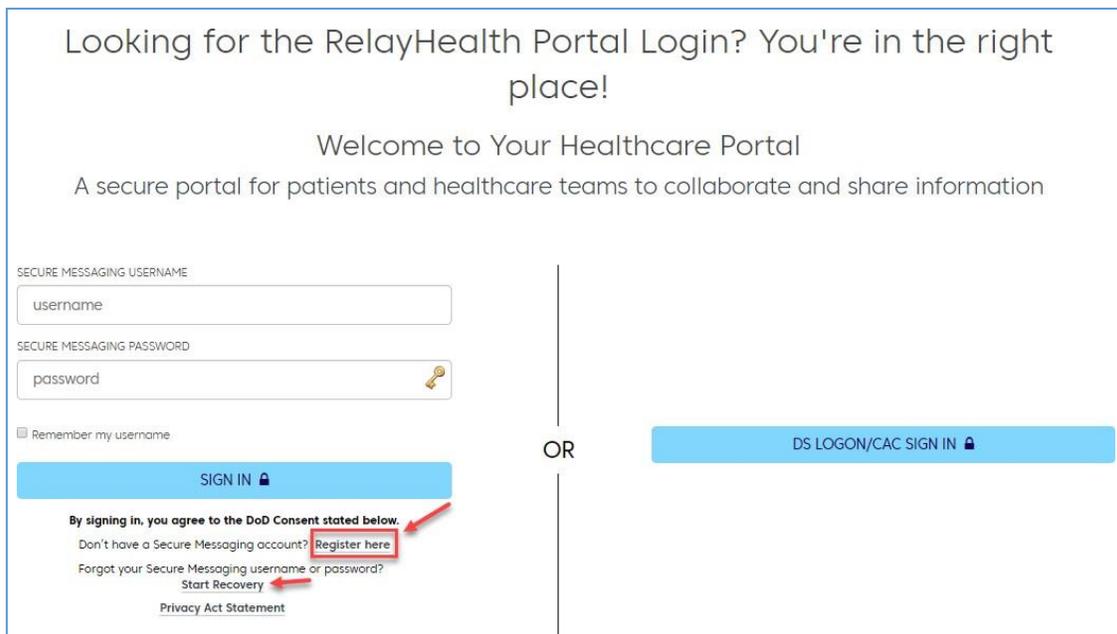


Patient Guide to Secure Messaging

Getting Started with TOL Secure Messaging

<https://app.tolsecuremessaging.com/>

1. Registering for a new Secure Messaging account is easy. Simply go to [tolsecuremessaging.com](https://app.tolsecuremessaging.com/) and select “Register Here”. If you previously have registered for an account and forgot your user name or password, just click on “Start Recovery” and you’ll be taken through a series of questions to recover your information. If you have any trouble with the registration or sign-in process, call Secure Messaging Support at 866-309-4138



Looking for the RelayHealth Portal Login? You're in the right place!

Welcome to Your Healthcare Portal

A secure portal for patients and healthcare teams to collaborate and share information

SECURE MESSAGING USERNAME
username

SECURE MESSAGING PASSWORD
password

Remember my username

SIGN IN

OR **DS LOGON/CAC SIGN IN**

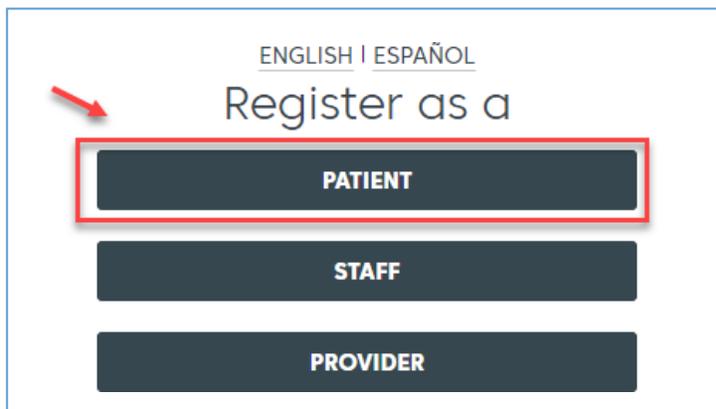
By signing in, you agree to the DoD Consent stated below.

Don't have a Secure Messaging account? **Register here**

Forgot your Secure Messaging username or password? **Start Recovery**

[Privacy Act Statement](#)

2. Click register as a “Patient”. Once you have completed the patient information, your account set-up will be complete.



ENGLISH | ESPAÑOL

Register as a

PATIENT

STAFF

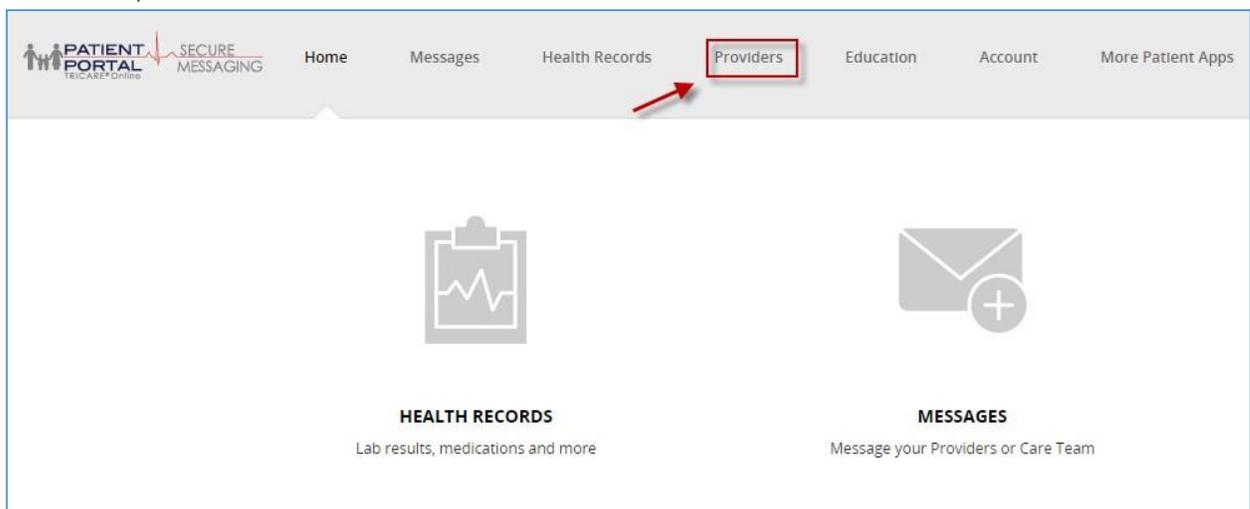
PROVIDER

NEXT Search for and Connect to your Provider/Care Team

There are several ways you can connect to your provider in TOL Secure Patient Messaging. In some cases, your clinic will send you an invitation from your assigned provider or facility. In that situation, simply click on the email invitation link then either register if you are new to TOL Secure Patient Messaging, or sign in if you have an existing TOL Secure Patient Messaging account.

If you wish to find your provider in TOL Secure Patient Messaging, follow the steps below.

1. After logging into TOL Secure Patient Messaging, click on the "Providers" tab on the top of the screen



2. You will see all current providers that you are connected to (if any). If you have a dependent child, their name and connected providers will be available in the dropdown under your name. To add a new provider or facility, click on "Add Provider or Facility..."



- Now (1) type the provider's Provider/Facility name into the search field then (2) type the local zip code and (3) click Search. If a result is found, you can then "Select" the provider or facility.

Note: If you are unable to find your provider or facility, they may be "private". This means that the clinic may prefer to invite you to connect upon your next clinic visit. Inquire with your care team about this option.

Add Provider or Facility for Beadie Russell

At least one field is required. Enter the full or partial name or ZIP code for your Provider. If your Facility allows connecting directly with the Facility, you may enter the Facility name.

Your Provider or Facility may not have registered for Change Healthcare yet, or may have decided to be listed as Private, and will therefore not show up in the search results. If you cannot locate your Provider or Facility in the search, please reach out to them directly for additional information.

Search for Provider or Facility

Pharmacy

Zip Code

36362

Searches within 50 miles of this Zip Code

Advanced Search ▸

SEARCH **CANCEL**

Your search found 1 results

Name and Specialty	Address	
Pharmacy, New Prescription Drop Off General Practice	Army-Fort Rucker – PCMH- Family Medicine BLDG 301 Andrews Ave Fort Rucker, AL 36362 (800) 261-7193	SELECT

- Once you have selected a provider or facility, a message will go to the clinic letting them know that you have requested a connection. At this point your request will remain in a “pending” state until you are approved by the clinic.

Note: You will not be able to send a message to your care team until you have been approved by your clinic. If you need to contact the clinic before being approved, call them instead

✔ A request to add Kaling, Mindy, MD to Your Providers has been sent and you will be notified once the request is accepted.

Beadie Russell's Providers + Add Provider or Facility for Beadie Russell

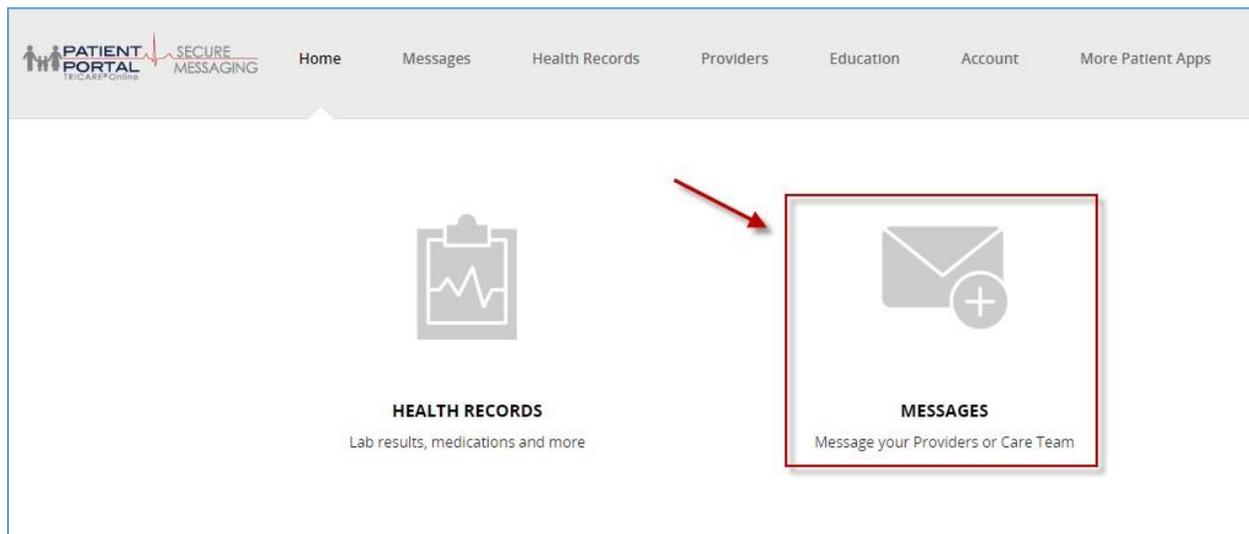
Provider or Facility	Status ⓘ	Privacy Preferences	
Mindy Kaling MD Demo-Joint Base Pacific West-PC-Demo	Pending	Public - Public	Remove
Eric (Test Account) Macneer MD Demo-Joint Base Pacific West-PC-Demo	Approved	Public - Public	Remove

Send a Message to your Provider or Care Team

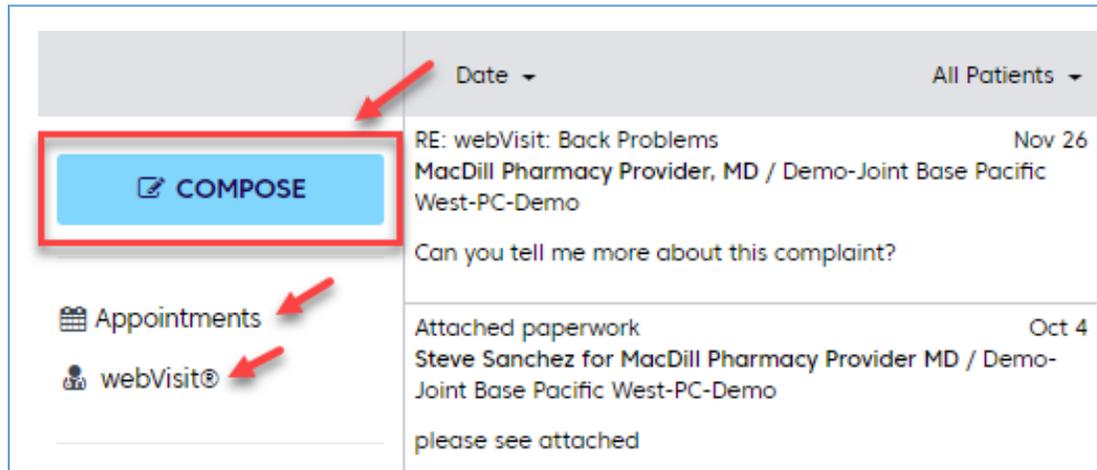
Once you have been approved to connect to your provider or care team, you can now compose and send a message.

Note: Although there are 7 types of messages available, some clinics may not have all message types enabled. Most messages will be reviewed, or triaged, by a care team member. Often these care team members will respond on behalf of your provider. In some cases, you may be connected to the "clinic provider" or "proxy" provider. This is more common when communicating with an ancillary clinic or a specialty clinic.

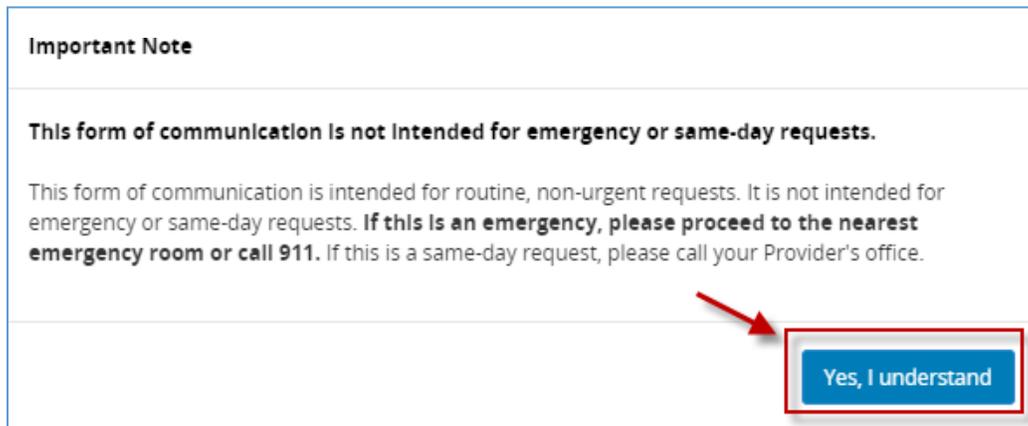
- To send a message to your provider or care team, click on “Messages”.



- To request an appointment, click directly on the "Appointments" icon. For a more detailed symptom specific message, click on "webVisit". For all other message options, click on "Compose"



- After clicking "Compose", select yourself as a patient, then select your provider. You'll now be prompted to acknowledge that the secure message you are about to send is a non-urgent message. Should you have an emergency, dial 911 or visit your nearest emergency room. Click "Yes, I understand".



4. Chose the type of message you want to send from the subject dropdown. In the example below, "Message Your Provider/Care Team" will be selected.

Note: If you wish to select "Prescriptions" in order to request a renewal or ask a general message concerning a medication you are taking, you must FIRST add the medication to your Health Record under the Medications & Allergies section.

The screenshot shows a 'New Message' form with the following fields:

- Send:** A button with a paper plane icon.
- Patient:** A dropdown menu showing 'Beadie Russell'.
- Provider:** A dropdown menu showing 'Pharmacy'.
- Subject:** A dropdown menu with the following options:
 - Select Subject -
 - Select Subject -
 - Message Your Provider/Care Team** (highlighted with a red box and a red arrow pointing to it)
 - Prescriptions
 - Lab Results
 - Referrals
 - Message Office Staff
 - Billing Questions
 - Update Address or Insurance Info

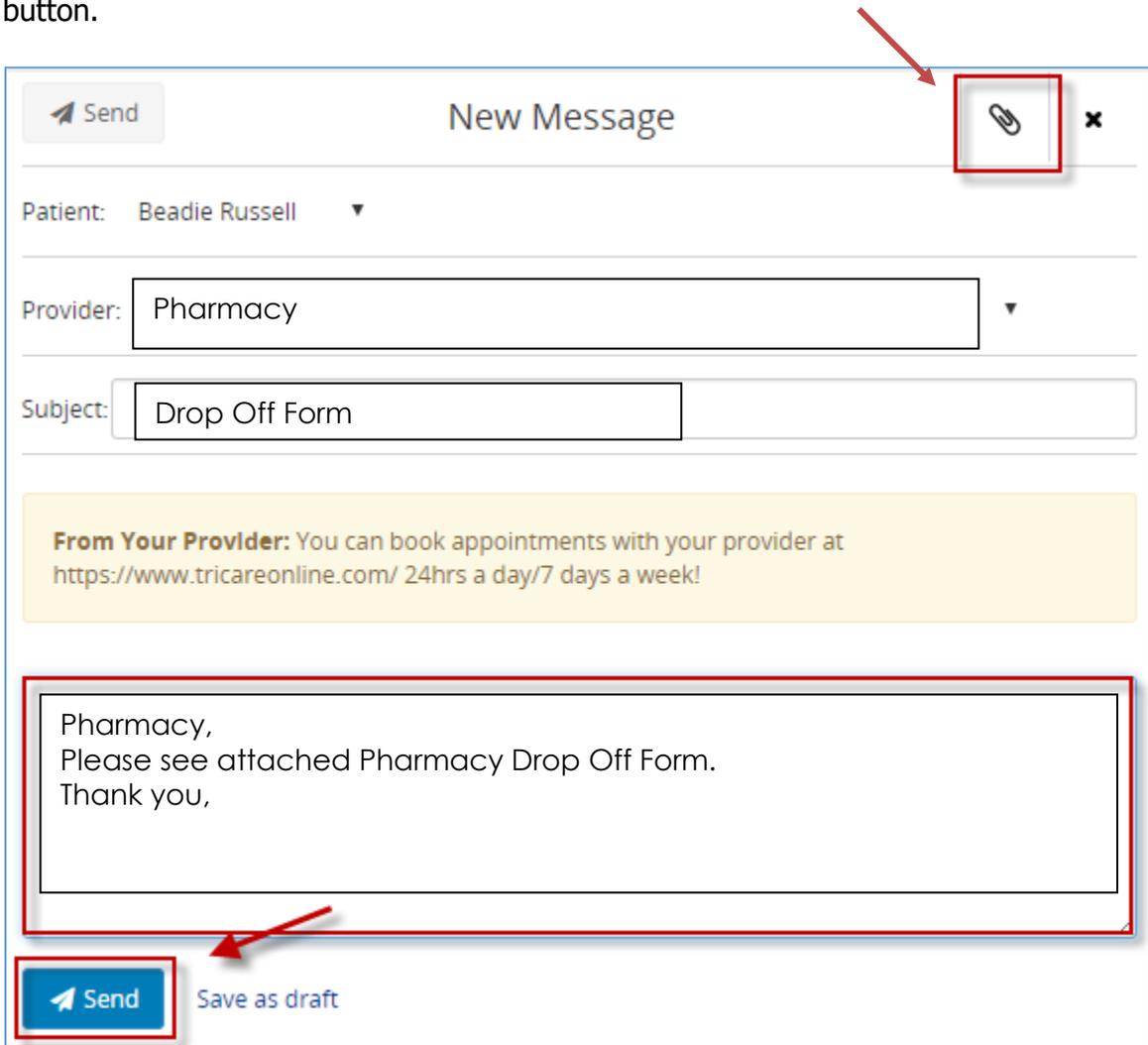
An orange callout box on the right side of the form contains the text: "You must select 'Message Your Provider/Care Team' to be able to attach your Pharmacy Drop Off Form".

5. Compose your subject and message. To add a document or photo to the message, click on the paperclip icon located in the top right corner of the New Message screen. When the message is complete, click "Send".

*Note: Attachments must be 5MB or less. More than one attachment can be sent per message. Acceptable document types include: .jpg, .xls, .doc, .pdf and others. Attachments can only be sent on new messages for the following message types: **Message Your Provider/ Care Team** and **Message Office Staff**.*

How to attach a file: Click on the icon of the paperclip to attach message or go to Insert->File

This will bring up a window where you can browse your folders and select the file(s) you want to attach. When you done selecting the file, click on the Insert button.



The screenshot shows the 'New Message' interface. At the top left is a 'Send' button with a paper plane icon. The title 'New Message' is centered. In the top right corner, a paperclip icon is highlighted with a red box, and a red arrow points to it from above. Below the title bar, the 'Patient' field is set to 'Beadie Russell'. The 'Provider' dropdown menu is set to 'Pharmacy'. The 'Subject' field contains 'Drop Off Form'. A yellow informational banner reads: 'From Your Provider: You can book appointments with your provider at <https://www.tricareonline.com/> 24hrs a day/7 days a week!'. The main message body contains the text: 'Pharmacy, Please see attached Pharmacy Drop Off Form. Thank you,'. At the bottom left, a 'Send' button is highlighted with a red box, and a red arrow points to it from above. To the right of the 'Send' button is a 'Save as draft' link.

6. Once the message has been sent, you'll see a confirmation message letting you know that the message has been sent and to expect a response from the office in one business day.

Message Sent ✕

Your message has been delivered to Pharmacy, New Prescription Drop Off

Office policy is to respond to messages within **1 day** of routine office hours after message delivery. You will be notified by email when your provider replies to your message.

In certain cases another medical staff member from your Provider's office may respond to this message.

Close