

Patient Guide to Secure Messaging

Table of Contents

Getting Started with TOL Secure Messaging	2
Search for and Connect to your Provider/Care Team.....	3
Add a Dependent Account	6
Remove a Provider	8
Send a Message to your Provider or Care Team	10
Web Visit	15
Respond to a Message from your Provider or Care Team.....	20
Adding Medications to your Secure Messaging Health Record	23

Getting Started with TOL Secure Messaging

1. Registering for a new Secure Messaging account is easy. Simply go to tolsecuremessaging.com and select "Register Here". If you have previously registered for an account and forgot your username 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

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](#)

OR

DS LOGON/CAC SIGN IN

2. Click register as a "Patient". Once you have completed the patient information, your account set-up will be complete. Proceed to the next section to connect to your provider.

ENGLISH | ESPAÑOL

Register as a

PATIENT

STAFF

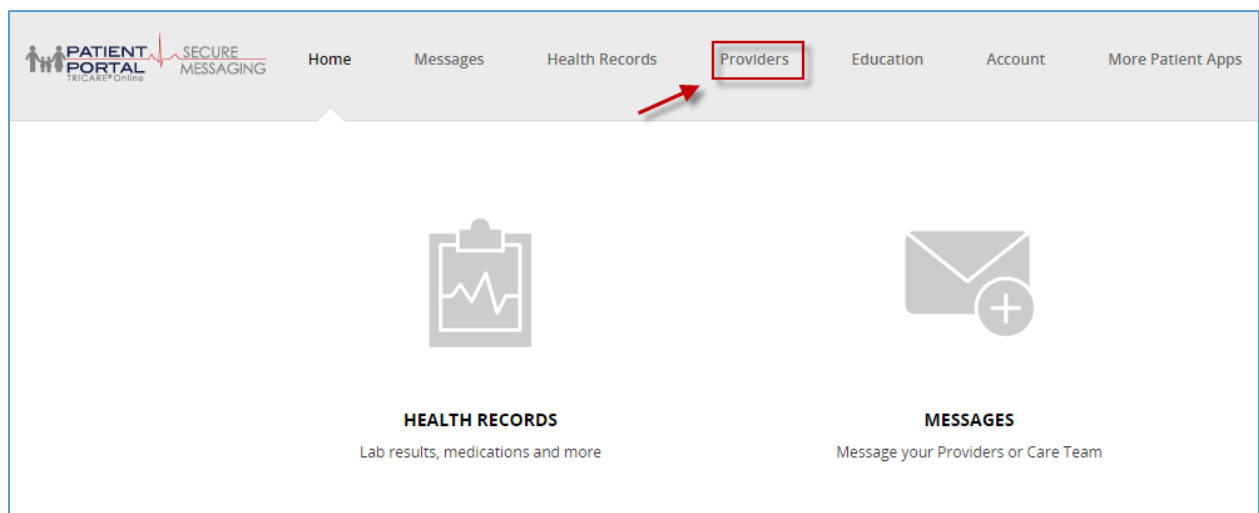
PROVIDER

Search for and Connect to your Provider/Care Team

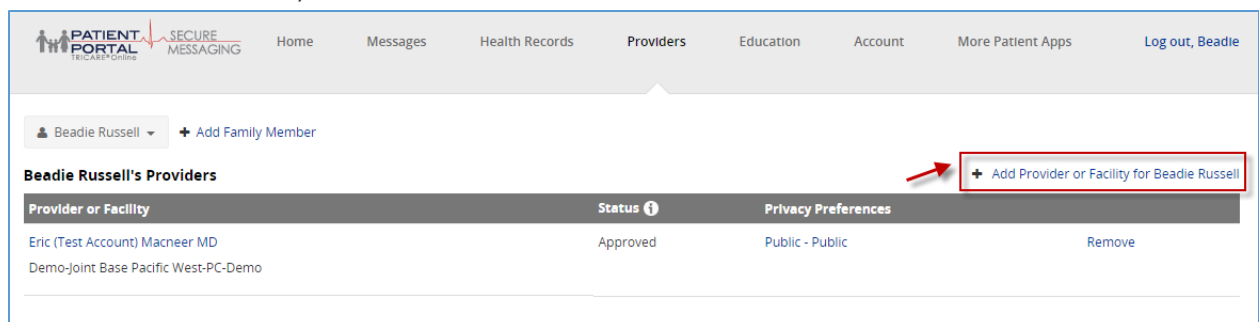
There are several ways you can connect to your provider in TOL Secure Messaging. In some cases, your clinic will send you an invitation from your assigned provider or facility. In that situation, simply click on the email invitation link then either register if you are new to TOL Secure Messaging or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

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

1. After logging into TOL Secure 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

1.

Zip Code

2.

Searches within 50 miles of this Zip Code

Advanced Search ▶

3.

Your search found 1 results

Name and Specialty	Address	
Kaling, Mindy, MD Obstetrics & Gynecology	Demo-Joint Base Pacific West-PC-Demo 8901 Rockville Pike Bethesda, MD 20889	<input type="button" value="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

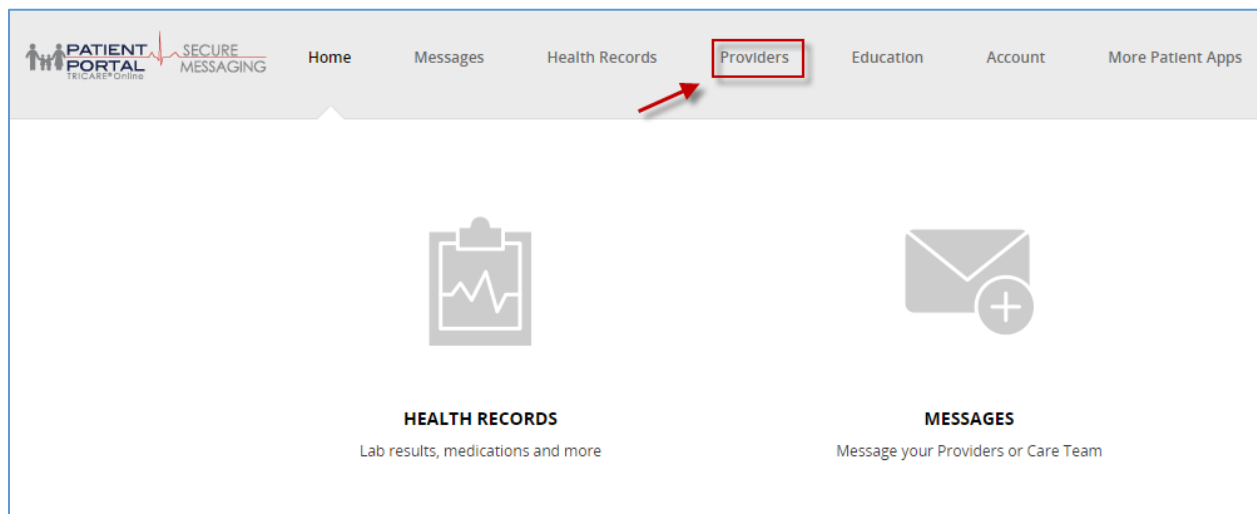
+ Add Provider or Facility for Beadie Russell

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

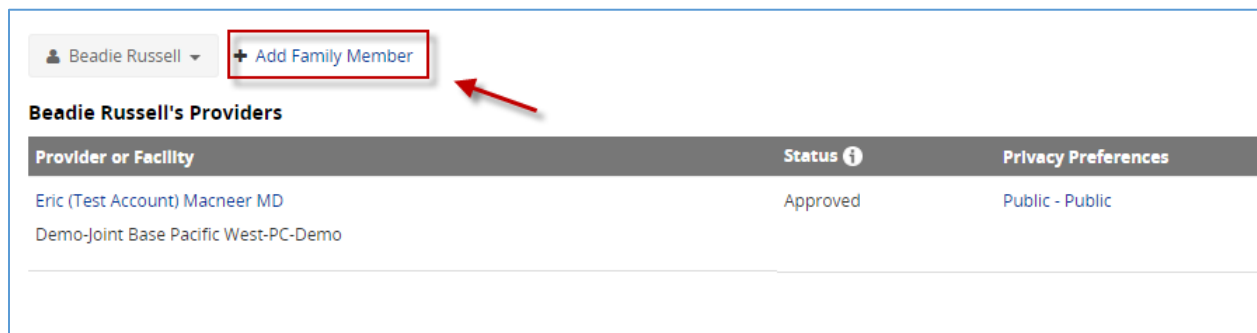
Add a Dependent Account

Within TOL Secure Messaging, the primary account holder can add additional dependent children to the account. If proper permission is given by the clinic, adult dependents can also be added. Dependent accounts are most common in situations where a parent wishes to communicate with their child's pediatrician on behalf of the child. Although it varies by state, most children under the age of 18 can be added as dependents. Upon the age of adulthood, the dependent account will be removed from the primary account and granted an account of their own.

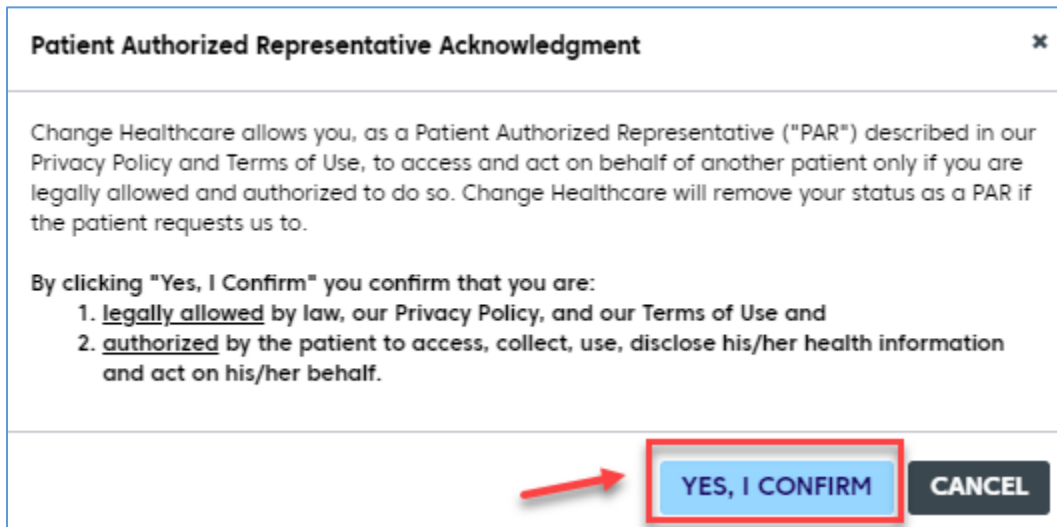
1. After logging into TOL Secure Messaging, click on the "Provider" tab on the top of the screen.



2. Select "Add Family Member"



3. You will now be asked to confirm that you are a legally authorized patient representative. If you are not, click "Cancel". If you are, click "Yes, I Confirm".



Patient Authorized Representative Acknowledgment ✕

Change Healthcare allows you, as a Patient Authorized Representative ("PAR") described in our Privacy Policy and Terms of Use, to access and act on behalf of another patient only if you are legally allowed and authorized to do so. Change Healthcare will remove your status as a PAR if the patient requests us to.

By clicking "Yes, I Confirm" you confirm that you are:

1. legally allowed by law, our Privacy Policy, and our Terms of Use and
2. authorized by the patient to access, collect, use, disclose his/her health information and act on his/her behalf.

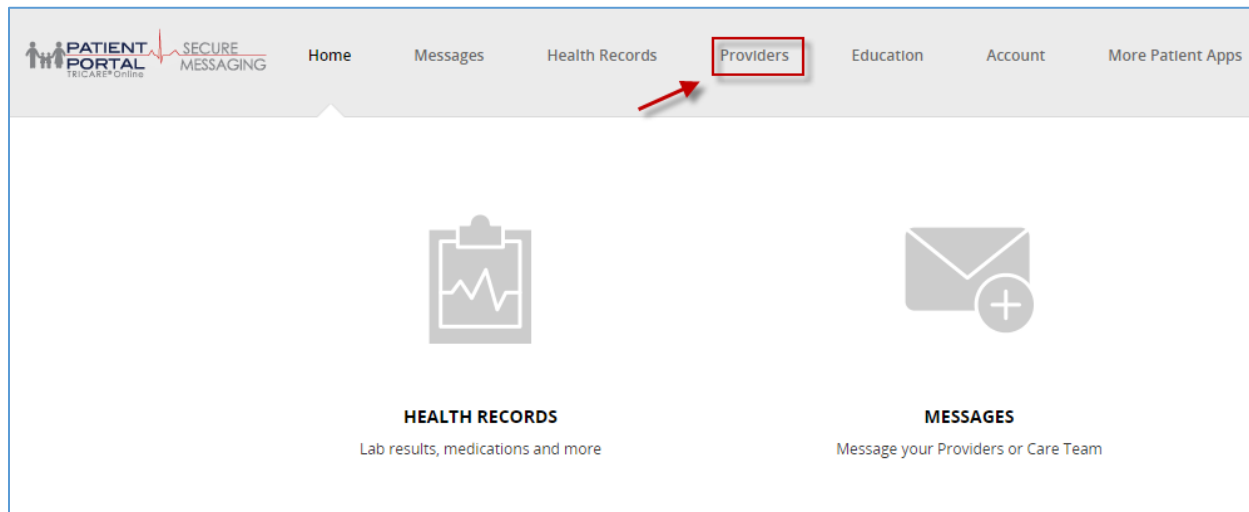
YES, I CONFIRM **CANCEL**

4. Complete the family members information page and click "Save". At this point the family member has been added to the primary account. To search for and add a provider for your family member, follow the steps in the [Search for and Connect to your Provider/Care Team](#) chapter.

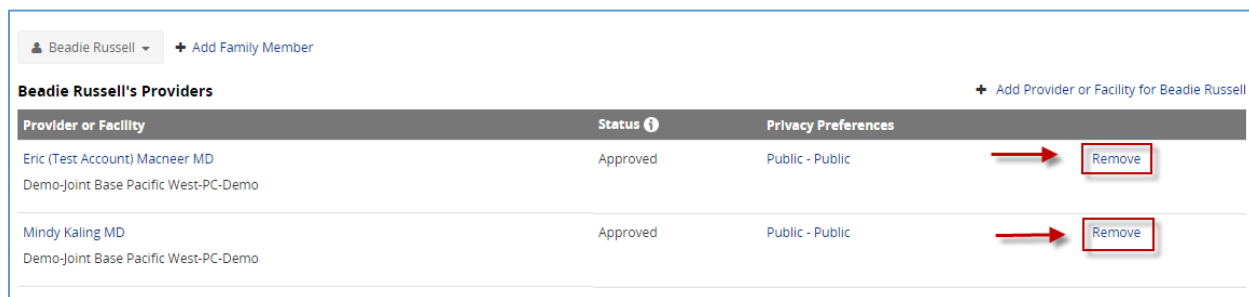
Remove a Provider

When you either PCS to a new location and/or change to a new provider, you should remove the connection with your former provider.

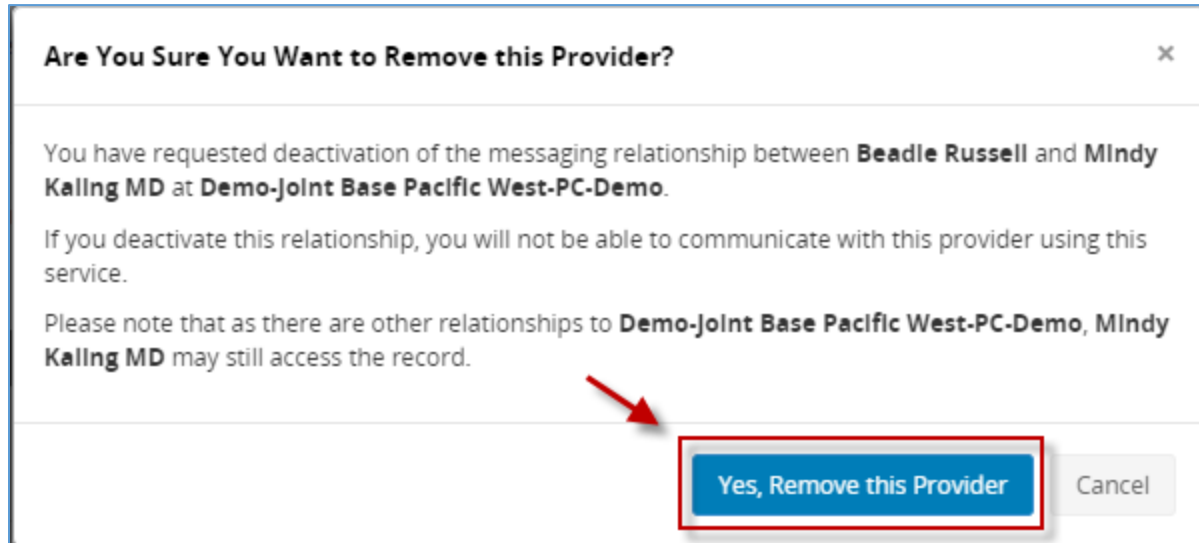
1. After logging into TOL Secure Messaging, click on the "Provider" tab on the top of the screen.



2. Here you will see all current providers that you are connected to. To remove your connection to your former provider, simply click "Remove".



3. You will now receive a confirmation box. To confirm the removal, click “Yes, Remove this Provider”. At this point, your connection will be removed, however, all historic messages between you and the provider/care team will be retained for you to access if necessary.

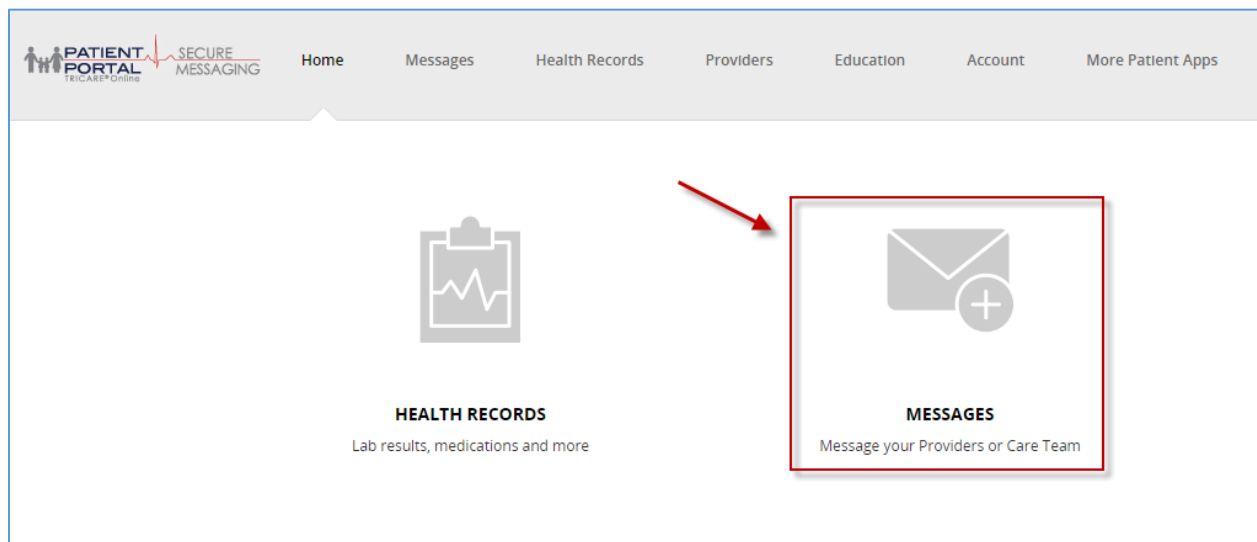


Send a Message to your Provider or Care Team

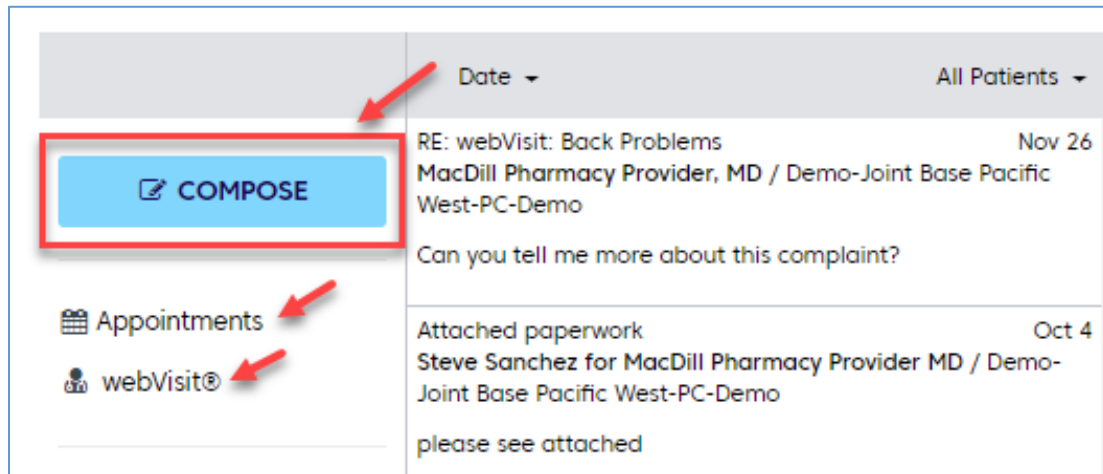
Once you have been approved to connect to your provider or care team, you can now compose and send a message.

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.

1. To send a message to your provider or care team, click on "Messages".



2. 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"



3. 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".

Important Note

This form of communication is not intended for emergency or same-day requests.

This form of communication is intended for routine, non-urgent requests. It is not intended for emergency or same-day requests. **If this is an emergency, please proceed to the nearest emergency room or call 911.** If this is a same-day request, please call your Provider's office.

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. Go to [Adding Medications to your Health Record](#) chapter to learn more.

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


- Send** button (with a paper plane icon)
- Patient:** Beadie Russell (dropdown arrow)
- Provider:** Eric (Test Account) Macneer MD at Demo-Joint Base Pacific West-PC-Demo (dropdown arrow)
- Subject:** A dropdown menu is open, showing 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

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. Multiple attachments 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: **webVisit**, **Message Your Provider/Care Team** and **Message Office Staff**. If you do not see a paperclip icon, this indicates that your clinic has not enabled attachments. Let them know so that they can enable this function.*

Send

New Message



Patient: Beadie Russell ▼

Provider: Eric (Test Account) Macneer MD at Demo-Joint Base Pacific West-PC-Demo ▼

Subject: Bug Bite

From Your Provider: You can book appointments with your provider at <https://www.tricareonline.com/> 24hrs a day/7 days a week!

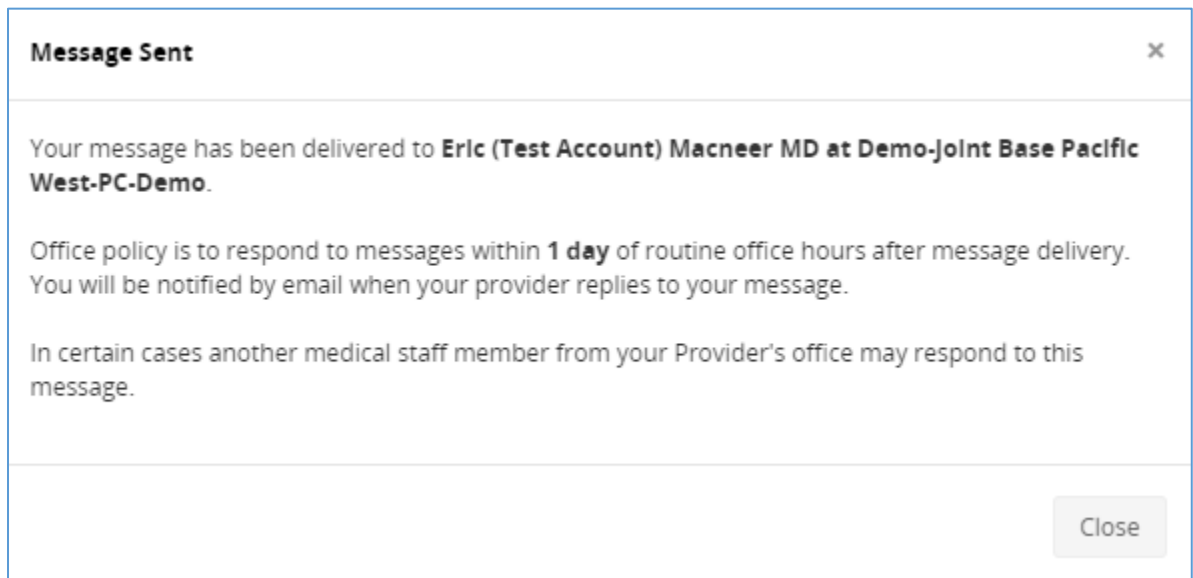
Dr. Macneer,

I seem to have run into some insect that left a nasty welt. I've attached a picture of it to this message. Please let me know if there is something I can pick up from the pharmacy or if I need to come in for a face to face visit....

Send

Save as draft

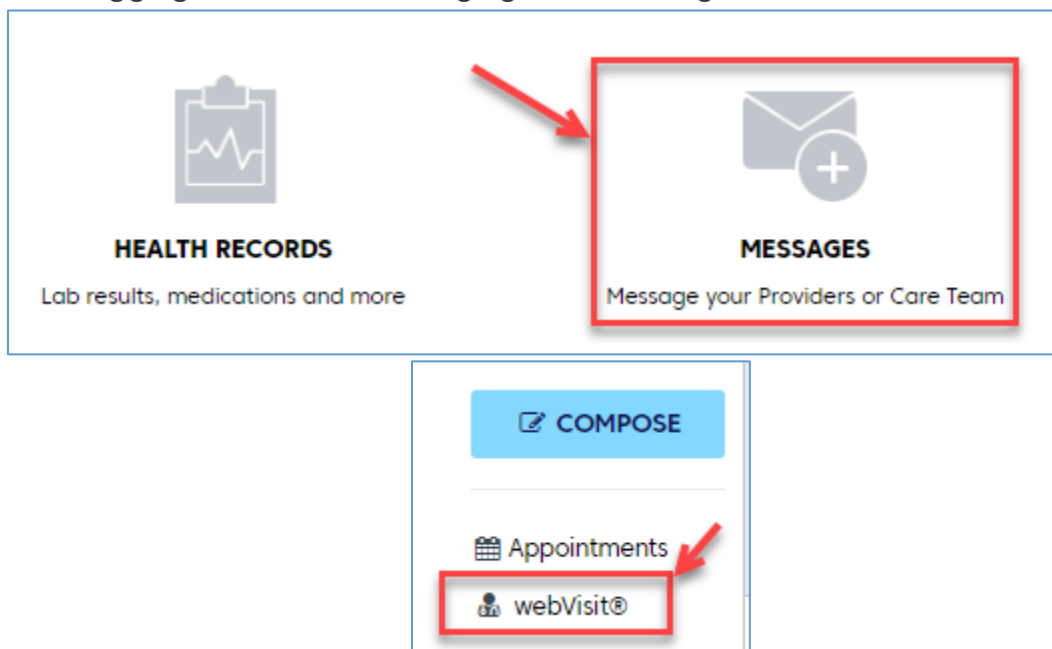
6. Once the message has been sent, you'll see a confirmation message letting you know that the message has been sent and to expect a response from the office in one business day.



Web Visit

A webVisit is a detailed set of questions created by physicians, to simulate exam room interviews. The webVisit allows you to give detailed information pertaining to symptoms or concerns. You can proactively send your provider or your dependent's provider, a webVisit or they can send one to you if they would like to know more details from an earlier correspondence. Not all providers have webVisits enabled. To enable them, contact your provider's office. To begin a webVisit, follow the instructions below.

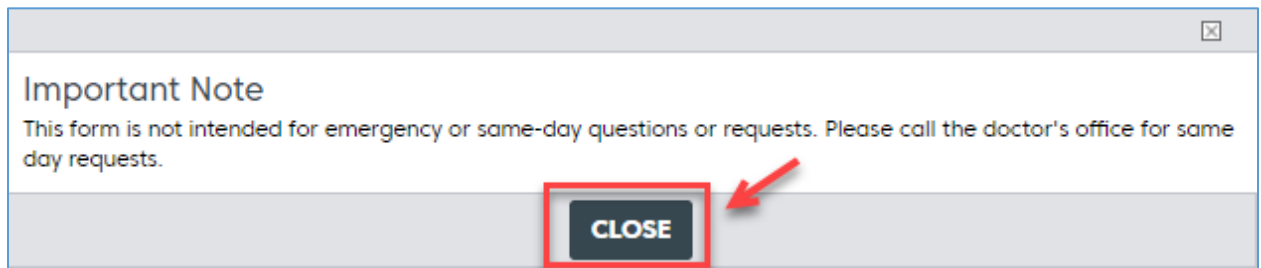
1. After logging into Secure Messaging, click Messages then webVisit



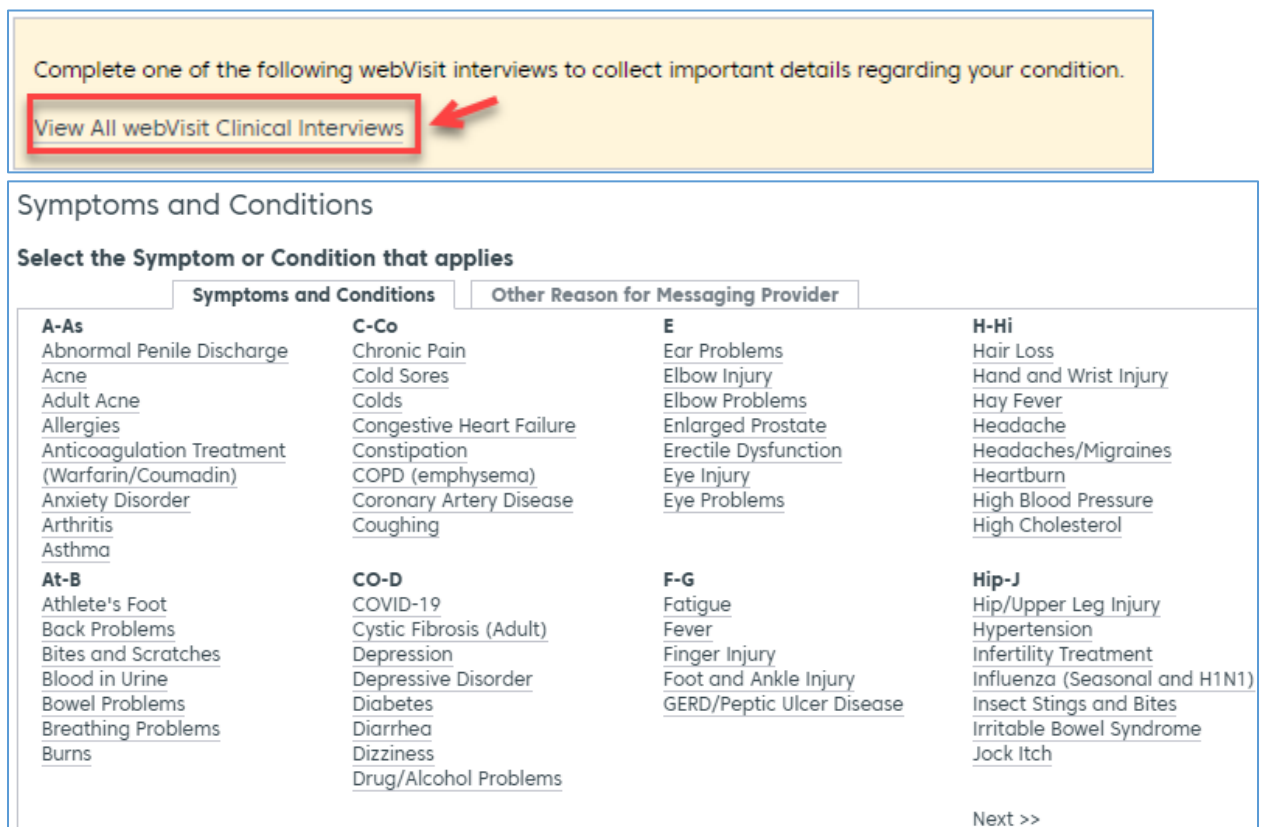
2. A 'pop-up box will now appear. You will now be asked to select the patient's name (your name or your dependent's name) as well as the related provider. Then select "Next".

The screenshot shows the 'webVisit®' pop-up box. At the top, it says 'webVisit®'. Below that is a section titled 'Address Your Message'. Inside this section, there are two dropdown menus: 'Select a Patient' (with 'Beadie Russell' selected) and 'Select a Provider' (with 'Eric Macneer MD at Demo-Joint Base Pacific West-PC-Demo' selected). Below these dropdowns is a note: 'Providers that do not accept this type of message will not display in this menu.' At the bottom of the box, there is a blue button labeled 'NEXT >>' which is highlighted with a red box and a red arrow points to it from the right.

3. You are now reminded that the webVisit is not intended for emergency or same-day questions or requests.



4. Now click on all Clinical Interviews to select the webVisit most pertaining to your situation.

A screenshot of a web browser window showing a selection screen for clinical interviews. At the top, a yellow banner contains the text: "Complete one of the following webVisit interviews to collect important details regarding your condition." Below this banner is a red rectangular box containing the text "View All webVisit Clinical Interviews". A red arrow points from the right towards this box. Below the banner, the page is titled "Symptoms and Conditions" and "Select the Symptom or Condition that applies". There are two tabs: "Symptoms and Conditions" (which is selected) and "Other Reason for Messaging Provider". The "Symptoms and Conditions" tab displays a grid of symptoms and conditions organized by letter. The letters are: A-As, At-B, C-Co, CO-D, E, F-G, H-Hi, and Hip-J. Each letter is followed by a list of symptoms and conditions, each with a link icon. For example, under "A-As", there are links for "Abnormal Penile Discharge", "Acne", "Adult Acne", "Allergies", "Anticoagulation Treatment (Warfarin/Coumadin)", "Anxiety Disorder", "Arthritis", and "Asthma". At the bottom right of the page, there is a "Next >>" link.

5. After confirming demographic information, and accepting the \$0 fee terms, you may begin responding to questions.

Introduction to webVisit®

Patient Name Beadie Russell

► **Fees for This Service**
Your doctor's practice **does not charge** for webVisits.
There is no copay requirement for this service.

► **What to Expect**
You will be asked a series of specific questions which your doctor requires to provide you with the best possible response.

Office policy is to respond within **1 day of routine office hours**.

Additional Note from Doctor
If you have any pictures or related paperwork, please attach them to this message by clicking on the paperclip icon above.

Please accept these fee terms by clicking **I Accept** below.

<< PREVIOUS

I ACCEPT

CANCEL THIS INTERVIEW

6. You will now begin the interview. Each question must be responded to, otherwise you can't proceed to the next page.

Interview - COVID-19

NOT FOR EMERGENCIES.
A webVisit is not for use for medical emergencies or urgent situations. If you think you or your family member may have a medical emergency, call your doctor or 911 immediately.

If you have any of the following symptoms at this time you may need urgent medical attention, call your provider right away:

- ☐ Shortness of breath or trouble breathing- unable to speak full sentences
- ☐ Can't swallow saliva
- ☐ Chest pain
- ☐ New instances of dizziness, confusion, or seizures
- ☐ Fever that is 104.0 degrees F (40.0 degrees C) or higher
- ☐ Coughing up blood- more than about 1 teaspoon
- ☐ Signs of low blood pressure- feeling cold, pale, clammy skin, light-headed, too weak to stand
- ☐ None of the above

To help me understand your current medical problem and symptoms, please complete the following questionnaire. In a few words, please describe your condition and how I can help you today:

How long have you been having symptoms?

- ☐ 1-3 days
- ☐ 4-7 days
- ☐ More than 1 week

Since your symptoms began, have they been:

- ☐ getting better every day
- ☐ getting better and then got worse
- ☐ about the same every day
- ☐ getting worse every day

On a scale of 1 to 10 with 10 being the worst, please rank the severity of your symptoms.

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10

Do you have any of the following symptoms, please select all that apply.

- ☐ Fever
- ☐ Nausea
- ☐ Muscle aches and pains
- ☐ Chest pain or pressure
- ☐ Fatigue
- ☐ Headache
- ☐ Sore throat
- ☐ Difficulty swallowing
- ☐ Cough
- ☐ Shortness of breath or difficulty breathing
- ☐ Chills
- ☐ Repeated shaking with chills
- ☐ New loss of taste or smell
- ☐ Other (please describe):
- ☐ None of the above

NEXT >>

CANCEL THIS INTERVIEW

7. After you answer all the questions, you will be provided the opportunity to review the interview responses and make any edits if necessary.
8. Next you will have the choice of updating the Personal Health Record of the webVisit patient. Then click Finish.
9. Before you click Send, you also have the option of attaching any relevant files such as a photograph, PDF, Word or Excel file. Last, click Send.

The screenshot shows a web browser window with the title "webVisit@". The main heading is "Message from Beadie Russell to Eric Macneer MD at Demo-Joint Base Pacific West-PC-Demo" with a green checkmark icon. Below this is a sub-heading "webVisit@ - Clinical Interview". The text reads: "If you want a clinician to provide medical advice to you online instead of making an office appointment, please complete a webVisit@ by clicking a link below." A yellow box contains the instruction: "To complete your webvisit please click on the **Send** button." Below the yellow box is a green checkmark icon followed by "COVID-19". At the bottom left, there is a button labeled "Attach a File" with a red arrow pointing to it. At the bottom right, there are two buttons: "CANCEL" and "SEND", with a red arrow pointing to the "SEND" button.

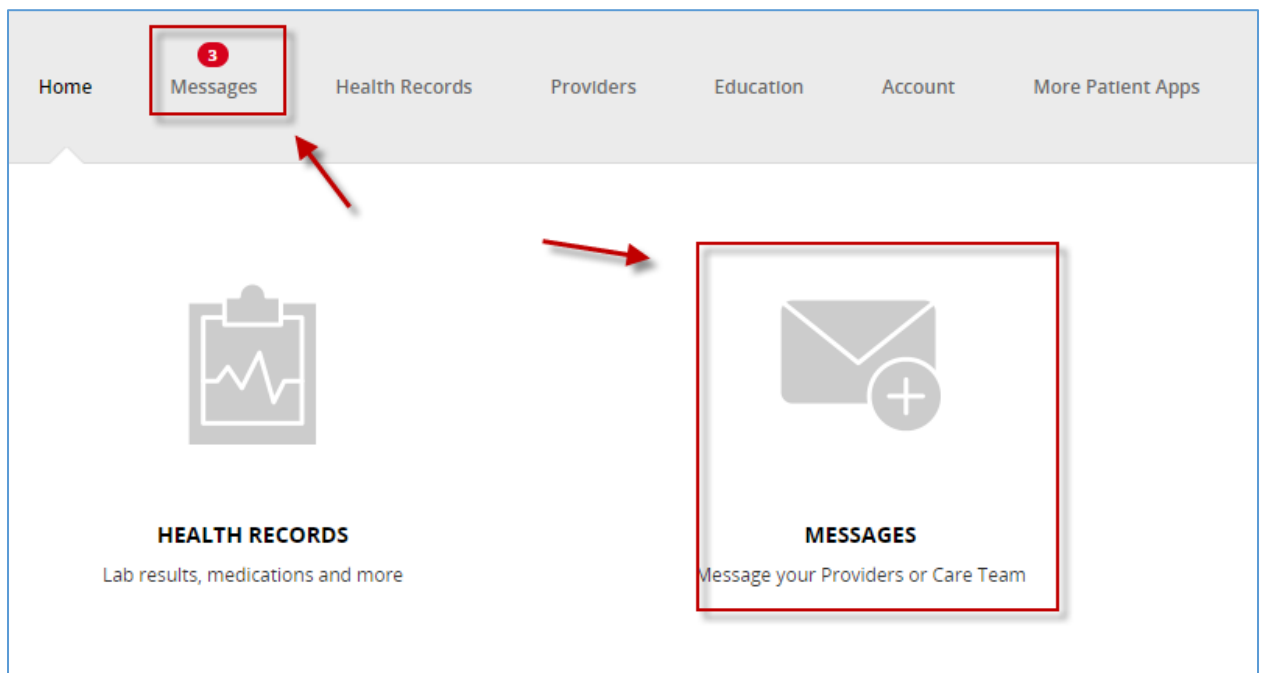
10. The message has been sent and you can expect a response typically in one business day.

The screenshot shows a confirmation dialog box titled "Message Sent". The text inside reads: "Your message has been delivered to **John Giovale MD at Demo-Joint Base Pacific West-PC-Demo.** 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." At the bottom center, there is a button labeled "CLOSE".

Respond to a Message from your Provider or Care Team

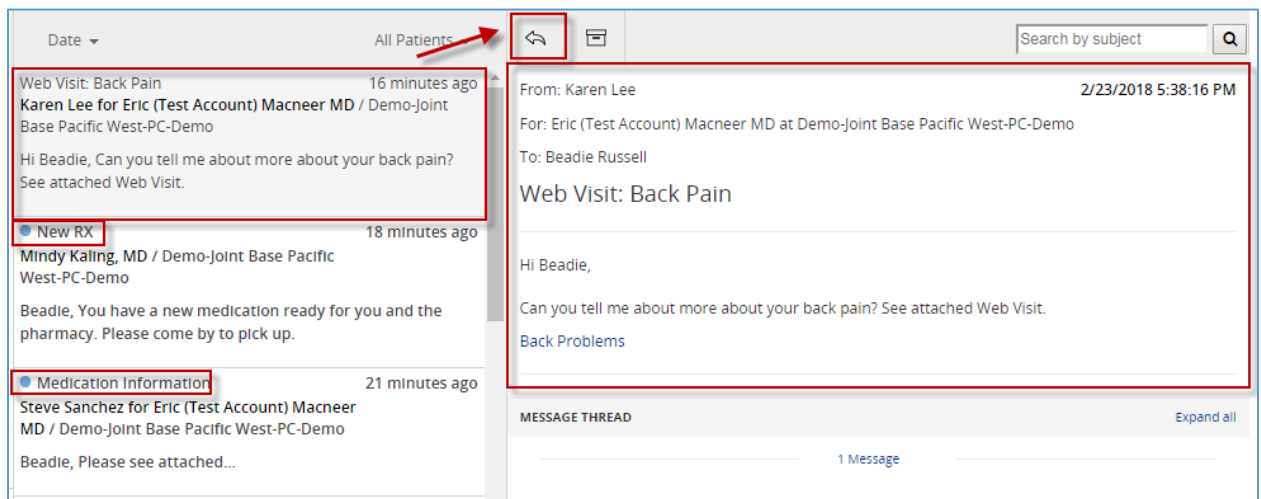
When your provider or care team member sends you a message, you'll receive an email alert letting you know that there is a message waiting for you. In some cases, the message may be a general reminder to all patients belonging to a clinic.

1. After logging into TOL Secure Messaging, click on either the Messages section at the top of the screen or on the large envelope icon in the middle right part of the screen. There are 3 new messages in the example below.

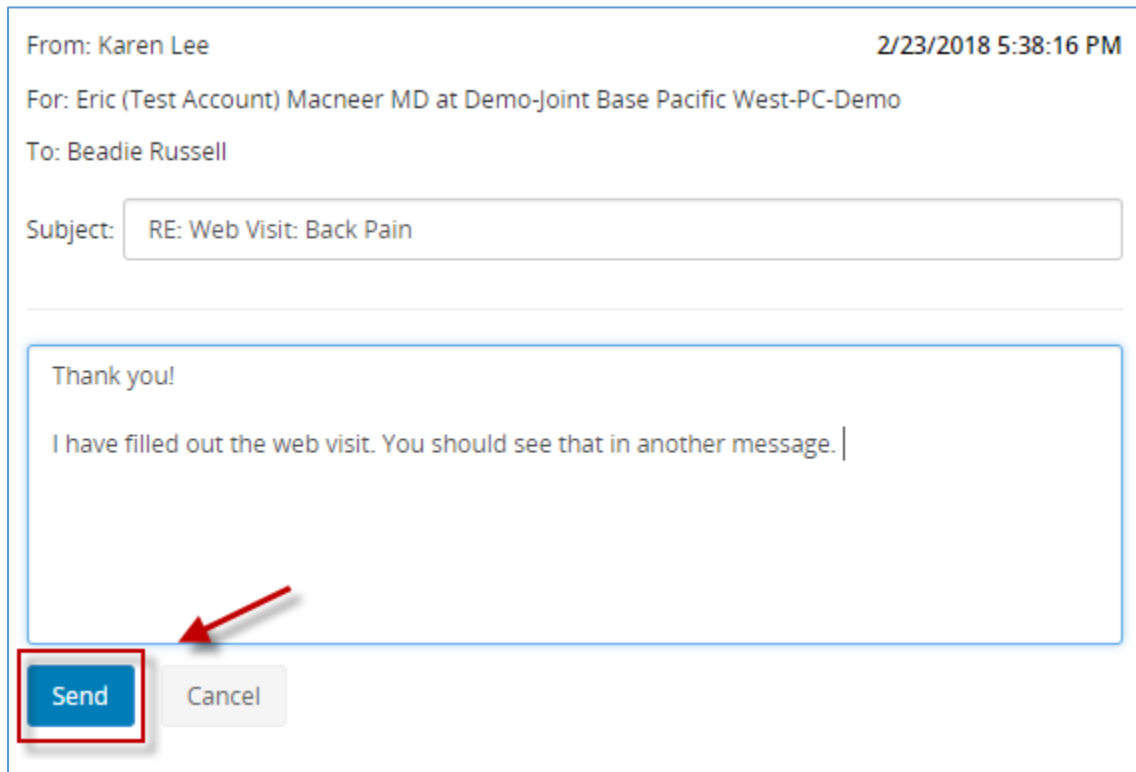


- By default, you will see the most recent message sent by your provider or care team. All other new messages will have a blue dot next to the message subject. To reply to the message, click on the left arrow icon above the message. If you simply wish to archive the message, click on the archive box next to the reply icon.

Note: Depending on the message, you may not always see a reply icon. In this event, the clinic does not require a reply from you. If you wish to begin a new message, compose it from the beginning by following the directions in the [Send a Message to your Provider/Care Team](#) chapter.



3. Compose your message and click "Send"



From: Karen Lee 2/23/2018 5:38:16 PM

For: Eric (Test Account) Macneer MD at Demo-Joint Base Pacific West-PC-Demo

To: Beadie Russell

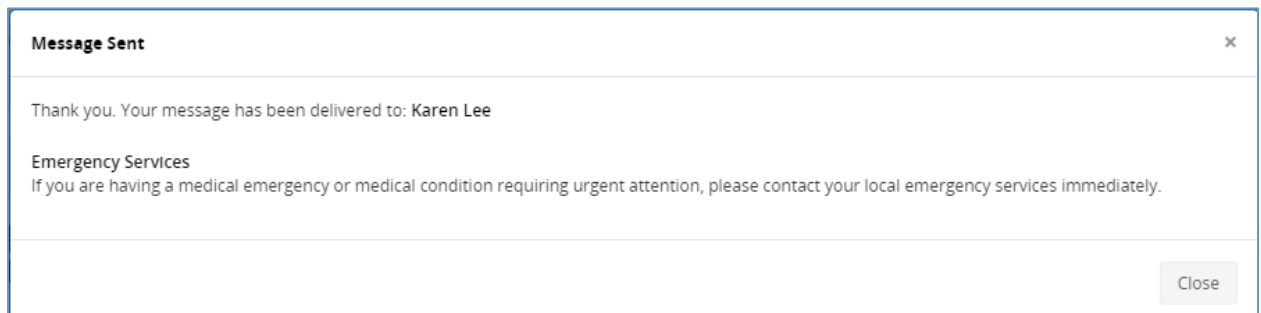
Subject: RE: Web Visit: Back Pain

Thank you!

I have filled out the web visit. You should see that in another message. |

Send Cancel

4. Once the message has been sent, you'll receive an acknowledgment that the message has been delivered.



Message Sent ×

Thank you. Your message has been delivered to: Karen Lee

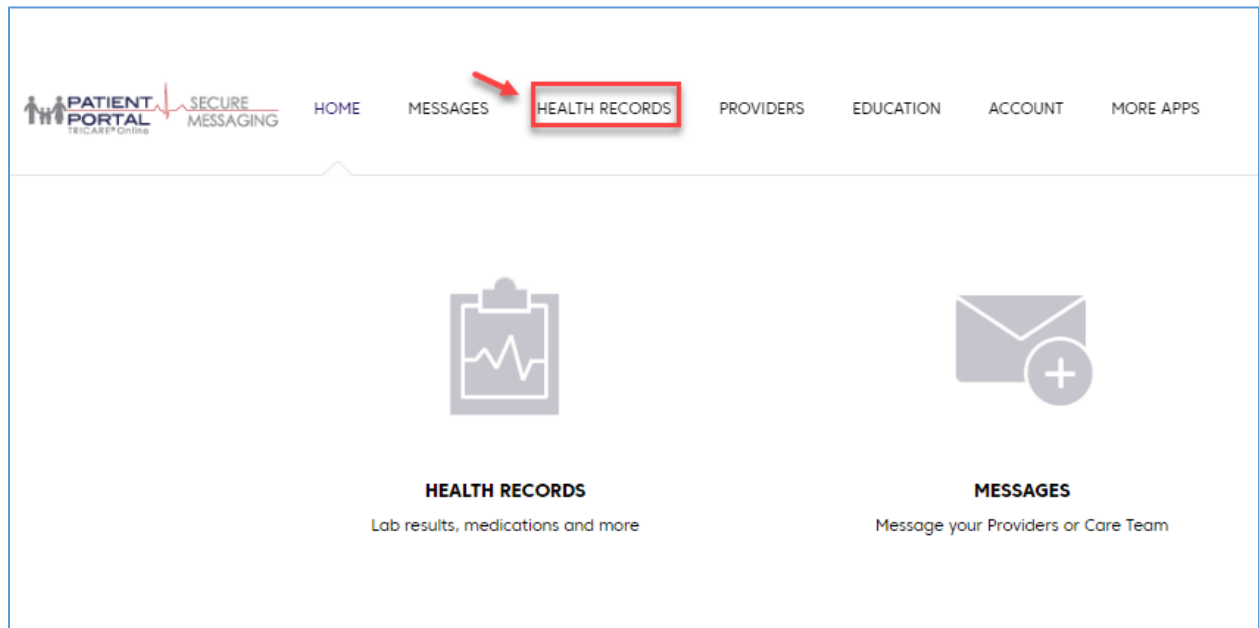
Emergency Services
If you are having a medical emergency or medical condition requiring urgent attention, please contact your local emergency services immediately.

Close

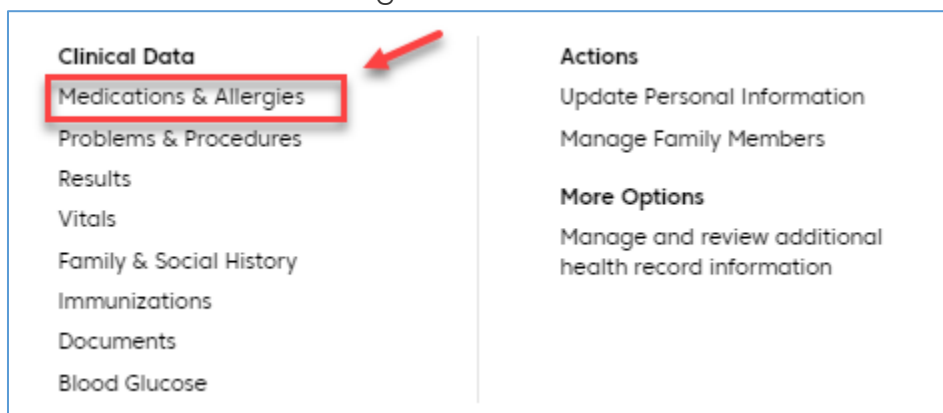
Adding Medications to your Secure Messaging Health Record

In order to compose a prescription renewal request, or just a general message about a prescription, you must FIRST add your current list of medications to the Secure Messaging Health Record.

1. From the Secure Messaging Home page, click HEALTH RECORDS



2. Select Medications & Allergies



3. In the Medications section, click **+ ADD**

Beadie Russell PRINT HEALTH RECORDS

Medications Current medications only **+ ADD**

Drug ^	Directions	Last Modified Date ^	Status ^	Source ^	
Aspirin Adult Low Strength (Aspirin) Oral Tablet Chewable 81 MG	1 X PRN	Oct 24, 2017	Taking	Patient	
Synthroid (Levothyroxine Sodium) Oral Tablet 137 MCG	once a day	Apr 19, 2019	Taking	Patient	

4. Type the name of your medication along with other details then click "Save".

Add Medication

* Required Information

Patient
Beadie Russell

Medication*
Lipitor

Strength / Form
Oral Tablet 20 MG

Directions
Once a Day

Currently Taking
☒ Yes ☐ No

Start Date
08/15/2018

Show more ▾

SAVE **CANCEL**

5. The new medication will now be added to your medication list. At this point you can now [message your provider](#) to ask a question about the medication and/or ask for a renewal.

Medications						<input checked="" type="checkbox"/> Current medications only	+ ADD
Drug ^	Directions	Last Modified Date ⇅	Status ⇅	Source ⇅			
Aspirin Adult Low Strength(Aspirin) Oral Tablet Chewable 81 MG	1 X PRN	Oct 24, 2017	Taking	Patient			▼
Lipitor (Atorvastatin Calcium) Oral Tablet 20 MG	Once a Day	Dec 16, 2019	Taking	Patient			▼
Synthroid (Levothyroxine Sodium) Oral Tablet 137 MCG	once a day	Apr 19, 2019	Taking	Patient			▼