



News Release

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LRMC Improves TRICARE Online Appointment Center for Enrollees

LANDSTUHL REGIONAL MEDICAL CENTER, Germany – TRICARE beneficiaries who have an assigned Primary Care Manager (PCM) at Landstuhl Regional Medical Center (LRMC) can make primary care appointments at their convenience using TRICARE Online (TOL).

The website is easy to use and allows enrollees to have 24-hour access to their healthcare and avoid wait times on the phone. TRICARE beneficiaries can log into TOL with their Common Access Card, Premium DOD Self-Service Logon, or DFAS myPay account. Login instructions can be found at www.tricareonline.com and 24/7 TOL Customer Service is available at 0800-1011129.

LRMC recently made significant updates to the Appointment Center feature on TOL, making it easier for their enrollees to use this service to book their primary care appointments. The menu options have been simplified and brief descriptions have been created to assist the enrollee in selecting the appropriate reason for visit.

LRMC enrollees will be able to search for same-day appointments or appointments within 45 days with their PCM or PCM team. Enrollees can also sign-up for e-mail or text message appointment reminders for both their appointments and their dependent's appointments.

The Appointment Center isn't the only convenient feature on the TOL website. Enrollees can refill prescriptions, take health risk assessments and review their medical history. The home page also provides a link to Secure Messaging, a service that allows enrollees to securely communicate with their primary care team. Enrollees who are not registered with Secure Messaging and would like more information should contact their clinic for details.

LRMC encourages all enrollees to try out the new TRICARE Online Appointment Center. The 24/7 access may prove to be a desirable option for enrollees who want to access their health care whenever they want, wherever they want.

The Army Medical Regional Call Center is open from 6:30 a.m. – 4:30 p.m. Mondays through Fridays for patients who prefer booking appointments over the phone.