



NEWS RELEASE

EUROPE REGIONAL MEDICAL COMMAND PUBLIC AFFAIRS OFFICE

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Online bookings available

No phone needed to make a medical appointment

HEIDELBERG, Germany – The Europe Regional Medical Command has embarked on a drive to improve beneficiary Access to Care, including increasing the availability of online appointments through TRICARE Online.

Each clinic's Web site (visit <http://ermc.amedd.army.mil/mtf>), has an "Online Appointment" link. Online appointments are available around the clock, long after the appointments desk at clinics have closed.

Access to Care goals for online appointments are:

Ensure 80 percent of all primary care appointments are Web-enabled. Clinics have already reached this goal. In addition to that, clinic staffs are improving the chances beneficiaries will see a provider they've seen before. Sometimes, a primary care manager is unavailable due to training requirements or other absences. When that happens, beneficiaries will receive an appointment with someone else on a team of providers who substitute for one another when necessary. The ERMC goal is to have no more than three providers to a team.

Ensure 25 percent of Military Treatment Facility-enrolled TRICARE Prime beneficiaries are registered correctly on TOL by September, increasing to 50 percent by March next year. Beneficiaries are asked to visit the TOL Web site and ensure personal information is accurate. This includes making sure the beneficiaries are associated with the clinic that serves them. Many people still are listed under a clinic or hospital at a former duty station, for example. Others use their economy address when we need their APO address. Anyone who wants to make changes but is uncertain how may visit their clinic's TRICARE Service Center for assistance.

Increase TOL appointment booking to a minimum of three percent by September, increasing to a minimum of five percent by the first of the year. Using the TOL online

appointment service more often will help, ERMC officials say. They also promise to do what it takes to make the service easy and reliable. Anyone who tries to make an appointment online unsuccessfully should let the clinic know. Every clinic's Web site has a link to the Interactive Customer Evaluation (ICE) card for that facility. Beneficiaries are encouraged to leave a comment there, or to tell your clinic's patient advocate.

Canceling appointments

If you make an appointment through TRICARE Online that you cannot keep, you can also cancel it online. If made by phone, however, you must call your local central appointment line to cancel. Canceling early gives other beneficiaries an opportunity to get a medical appointment and also eliminates provider down-time.