

To ensure that you are receiving the appropriate type appointment when calling our appointment line (301-677-8800) or booking online at [www.tricareonline.com](http://www.tricareonline.com), following is a list of our commonly used appointment types and the standards (appointment times) we are required to meet:

**ACUT (Acute) APPOINTMENTS**

For those who require (non-emergent) treatment within 24 hours.

**ROUT (Routine) APPOINTMENTS**

For a new healthcare problem that is not urgent, scheduled within 7 calendar days.

**EST (Established) APPOINTMENTS**

For follow-up care, scheduled per the provider's instruction.

**WELL (Wellness or Health Promotion) APPOINTMENTS**

For preventive (e.g., physical exams) appointments, scheduled within 28 calendar days.