

My HealthVet

Step by Step User Guide



Logging in to My HealtheVet

1. Go to the Internet website www.myhealth.va.gov anytime/anywhere; it is safe and secure!
2. Click on the blue box to the right, indicating **Go to My HealtheVet Enter Here...**

The screenshot shows the My HealtheVet website interface. At the top, there is a search bar and a navigation menu with links for Home, Veteran Services, Business, About VA, Media Room, Locations, and Contact Us. The main content area includes a 'New Registrations' section, a 'Blue Button for All Americans Award' section, and a 'View to My HealtheVet: VA Chemistry/Hematology' section. On the right side, there is a sidebar with a blue button labeled 'Go to My HealtheVet Enter Here' which is highlighted by a red arrow. Below this button are links for 'Not Registered? Register Today!', 'Why Register?', and 'How to Use My HealtheVet'. At the bottom of the sidebar, there is a 'Suicide Prevention Hotline' warning.

You will then be required to enter your User ID and Password that you created (please see below). If you forgot either, there are links you can click on that will give you your hint questions. You will then be able to create a new password or retrieve your user ID. The user ID is not case sensitive (contains at least 6 letters and numbers). The Password is case sensitive (contains at least 8 characters to include letters, numbers, special character). You need to only get one hint question correct.

If you forget the User ID, this can also be retrieved from the local My HealtheVet Coordinator by calling 916-843-7119. You will be asked your Social Security Number and Date of Birth to verify your identification. If you cannot remember either of your hint questions, you will have to go contact the **“Contact MHV”** Tab on the My HealtheVet homepage.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

VA Home

November 2011 Honor Veterans Day November 11

My healthvet

VA Facility Locator About MHV RSS Feeds Help FAQs Contact MHV Search: GO

HOME PERSONAL INFORMATION PHARMACY RESEARCH HEALTH GET CARE TRACK HEALTH MHV COMMUNITY

LEARN ABOUT WHAT'S NEW? COMING SOON

New Registrations: If you are Veteran enrolled in a VA medical center/VA facility, please be sure to check the "VA Patient" box when registering on My HealtheVet. Also, please include your **FULL** name (to include middle name, if you have one) plus your date of birth, SSN and gender.

In the Spotlight

Thinking about Quitting Smoking? - Medications Can Help

November 2011

The Great American Smoke Out is November 17, 2011. It is a great time to think about quitting smoking for good. VA provides counseling on how to quit, as well as FDA-approved medications to increase your chances of staying quit. Your health care provider can help. Medications and counseling used together are the best way to help you quit for good. When you are ready to quit smoking, contact your health care provider for help. It is one of the most important things you can do for your health and for those you care about. [Read More »](#)

Download My Data

Prescription Refill

Emergency Care

Providers & Physicians

Vitals & Readings

Military Health

Medical Library

VA Honors Veterans

Member Login

User ID:

Password:

Login

Forgot User ID? Forgot Password? First time My HealtheVet user? **Register today!** REGISTER

This is what the Home Page looks like. It will have your name listed to show that you are in the portal. At the end of your session, remember to click on the "Logout" button. The "Contact MHV" tab is located above the "MHV Community" tab in the event you encounter any technical issues.

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VA Facility Locator About MHV RSS Feeds Help FAQs Contact MHV Search: GO

HOME PERSONAL INFORMATION PHARMACY RESEARCH HEALTH GET CARE TRACK HEALTH MHV COMMUNITY SECURE MESSAGING

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Download My Data

Prescription Refill

Emergency Care

Providers & Physicians

Vitals & Readings

Military Health History

Medical Library

VA Honors Veterans

Member Logout

Logged On As: TEST

Logout

Quick Links

- VA National Suicide Prevention Hotline If you are in crisis call: 1-800-273-TALK (8255)
- In-Person Authentication
- RSS RSS Feeds
- Flu Information

Personal Information Tab

Click on the items below to make any changes. You can also print a **Health Information Card** to put in your wallet that lists your allergies, address, phone number, email, etc.


If you feel as though someone has access to your account that you no longer want to have access to because you shared your password, you can change your password at any time.


The screenshot shows the My HealthVet website interface. At the top, there is a navigation bar with the VA logo and the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS". Below this is a search bar and a "GO" button. The main navigation menu includes "HOME", "PERSONAL INFORMATION", "PHARMACY", "RESEARCH HEALTH", "GET CARE", "TRACK HEALTH", "MHV COMMUNITY", and "SECURE MESSAGING". The "PERSONAL INFORMATION" tab is selected and highlighted in yellow. Below the navigation menu, there is a section titled "Personal Information" with a description: "My HealthVet (MHV) has made it easy to keep track of your Personal Information. My HealthVet is all about you and your health. Part of your personal online health journal is your identification. When you registered for My HealthVet, you entered important information about yourself. This is where you will find it, along with other important facts like your login information, blood type and emergency contacts." Below this description are five main sections: "In Case of Emergency", "My Profile", "Download My Data", "My Account", and "Change your Password". The "Change your Password" section is highlighted with a yellow border and contains an image of a padlock and the text "Change your My HealthVet password here... More »".

This screenshot shows the My HealthVet website interface, similar to the one above, but with a different set of navigation options. The "PERSONAL INFORMATION" tab is still selected. The navigation menu includes "HOME", "PERSONAL INFORMATION", "PHARMACY", "RESEARCH HEALTH", "GET CARE", "TRACK HEALTH", "MHV COMMUNITY", and "SECURE MESSAGING". Below the navigation menu, there is a section titled "The printable information appears within this border". To the right of this section are two buttons: "Print" and "Done".


The printable information appears within this border

Print Done

	MHV-ID: MTMM-01-6731
HEALTH INFORMATION CARD www.myhealthvet.va.gov	
TEST MHVZZVISNTWENTYONE 150 MUIR ROAD MARTINEZ, CA 94553	H: W: M:
BLOOD TYPE:	
EMAIL: BERNADETTE.DUGONI@VA.GOV	
ALLERGIES: _____	
MEDICAL CONDITIONS: _____	

	MHV-ID: MTMM-01-6731
HEALTH INFORMATION CARD www.myhealthvet.va.gov	
TEST MHVZZVISNTWENTYONE 150 MUIR ROAD MARTINEZ, CA 94553	H: W: M:
BLOOD TYPE:	
EMAIL: BERNADETTE.DUGONI@VA.GOV	
ALLERGIES: _____	
MEDICAL CONDITIONS: _____	

Download My Data: refers to the Blue Button. You can view your account or print it. It will list all of the Self-Entered information as well as your prescription history and your appointments for the past two years. This report can be about 50 pages when printing, depending on how many medications or appointments you have had.



Blue Button Download My Data

My Download Request

[Blue Button User Guide](#) | [Learn More](#) | [Protecting Your Personal Health Information](#)


The VA Blue Button is simple, safe, and reliable. You can download all of the personal health information currently available in your My HealtheVet account. You can get your information in two file formats. You can download it in a format that is easy to read and print (PDF file) or as a simple text format (.txt file). You may wish to review the information in your account first to be sure it is up to date before you download it.

Easy access to all of the information in your My HealtheVet account can help you to share your information with people you trust. Having this information in ways you can use and share may help you better manage your overall health and your healthcare. [Learn More »](#)

Remember that once you have downloaded your information from My HealtheVet, it is your responsibility to keep it safe and private. Learn more about [protecting your personal health information](#).

Download all of my available data from My HealtheVet
 Download only my selected data from My HealtheVet




Continue
Cancel


Protect your information and your identity. Send to a safe site or device that you or someone you trust controls.

This is your personal health information. Your health care professional does not have access to this information unless you share it.

Personals Health Information of TEST MHVZZVISNTWENTYONE

DOWNLOAD YOUR DATA

File Contents	File Name	File Size	Request Date	Status	Option to Retrieve Data
All Health Data	mhv_MHVZZVISNTWENTYONE_20111129.pdf	68 KB	29 Nov 2011 @ 1542	 Updates in Progress	Download PDF File
All Health Data	mhv_MHVZZVISNTWENTYONE_20111129.txt	9 KB	29 Nov 2011 @ 1542	 Updates in Progress	Download Text File View
All Health Data	mhv_MHVZZVISNTWENTYONE_20111129.bluebutton	9 KB	29 Nov 2011 @ 1542	 Updates in Progress	Download BlueButton File

It is important to [protect your personal health information](#).

- You can cancel your download at any time.
- Be sure to save any downloads in a safe place.
- Anytime you download information from the Internet it is possible to create a temporary file on the computer you are using. Please be aware of this when opening a file on a computer you do not control.
- All requests to download your personal health information from My HealtheVet are tracked. You can see these requests in your [account activity history](#).
- Visit the [VA Blue Button Frequently Asked Questions](#) to learn more about the three file formats.

Cancel

Pharmacy Tab

To refill medications, click in the box that has available refills. It will not be refillable if it is a narcotic, your prescription is expired, or you don't have any refills left. If you are "authenticated", send your Primary Care Team a Secure Message for needed renewals/refills. You can also view your Prescription History. If you are taking any over-the-counter medications, herbs, or supplements, you can enter this information yourself. My VA Medication List will only list your medications names, start and stop date.

Since its introduction in August 2005, Prescription Refill continues to be the most popular feature of My HealtheVet. Prescription Refill, Prescription History and your Medications health log can be found here in the Pharmacy section.

Refill My Prescriptions

Do you need to refill your prescriptions? Do it online... [More »](#)

Prescription Refill History

See the prescriptions you have had refilled... [More »](#)

Refill Status	Refill Submit Date	Fill Date	Refills Remaining	Prescription	Facility	Select to Refill
Active		8/17/2011	3	RX#5622757 HYDROCHLOROTHIAZIDE 25MG TAB	NORTHERN CALIFORNIA HEALTH CARE SYSTEM - MARTINEZ DIVISION	<input checked="" type="checkbox"/>
Active		8/17/2011	4	RX#5622758 HYDROCORTISONE 1% CREAM	NORTHERN CALIFORNIA HEALTH CARE SYSTEM - MARTINEZ DIVISION	<input type="checkbox"/>
Active		8/17/2011	1	RX#5622759 METFORMIN HCL 850MG TAB	NORTHERN CALIFORNIA HEALTH CARE SYSTEM - MARTINEZ DIVISION	<input type="checkbox"/>
Active		8/17/2011	3	RX#5622760 SIMVASTATIN 40MG TAB	NORTHERN CALIFORNIA HEALTH CARE SYSTEM - MARTINEZ DIVISION	<input type="checkbox"/>

4 items found, displaying all items

Submit Refills

★ **Once you submit your refill, your medication will be mailed to your home within 10 days.**



Research Health Tab

The Research Health tab includes evidenced-based medicine references with several links to medical libraries.

The screenshot shows the My HealtheVet website interface. At the top, there is a navigation bar with the United States Department of Veterans Affairs logo and the text "VA Home". To the right, it says "March 201 National B Month". Below this is a search bar and a menu with options: "VA Facility Locator", "About MHV", "Help", "FAQs", and "Contact MHV". A secondary menu contains: "HOME", "PERSONAL INFORMATION", "PHARMACY", "RESEARCH HEALTH" (highlighted in yellow), "GET CARE", "TRACK HEALTH", "MHV COMMUNITY", and "SECURE MESSAGING". A third menu includes: "HEALTHY LIVING CENTERS", "DISEASES + CONDITION CENTERS", "MENTAL HEALTH", and "MEDICAL LIBRARY".

Research Health

The Research Health section of My HealtheVet is where you can get health information, research a topic, and simply learn more about your health. Read about common conditions and VA health programs. Get answers to your health questions from trusted medical resources. My HealtheVet makes it easy to stay informed by bringing a wealth of information right to your fingertips.

Healthy Living Centers

Healthy living means taking certain steps to help avoid illness... [More »](#)

Diseases + Condition Centers

Find information for common illnesses and conditions... [More »](#)

Mental Health

From holiday blues to the stresses of being a soldier... [More »](#)

Medical Library

My HealtheVet provides two extensive online medical libraries... [More »](#)

Get Care

This tab offers several opportunities to organize your health care information by self entering your **insurance coverage information**, **treatment facilities**, and **care givers** you have within and outside of the VA.

Get Care

The Get Care section of My HealtheVet is designed as a place for you to organize your health care related information so it is handy when you need it. Also, find the nearest VA medical center using the VA Facility Locator. Get Care is a convenient location to keep track of your health care providers, your treatment locations and your health insurance information. My HealtheVet makes it easy to get organized with your health information. Get started today!

- Care Givers**
Keep track of health care providers in one place... [More »](#)
- Treatment Facilities**
Record the places you have been treated... [More »](#)
- My Coverage**
Keep your insurance information in one place... [More »](#)
- Health Calendar**
Schedule meetings, appointments, and to-dos... [More »](#)

If you click on **Health Calendar**, on the left side is a section, this will allow you to put your appointments on your calendar. Check those you want to see. You will get an alert two weeks before your appointment as a reminder.

Health Calendar

Showing Event Types:

- Federal Holidays (Observed)
- Flu Shots
- Holidays
- Local Events
- My Recovery Plan Events
- My Tasks
- National VA Events

	SUN	MON	TUE	WED	THU	FRI	SAT
Oct 30	31	1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	

Member Logout
Logged On As: TEST
[Logout](#)

The [Appointments](#) tab is where you will see the list of all your appointments within the past 2 years. If you click on the blue link of the appointment, it will show you the status of the appointment.

Home November 2011

My healthvet

VA Facility Locator | About MHV | RSS Feeds | Help | FAQs | Contact MHV | Search:

[HOME](#) | [PERSONAL INFORMATION](#) | [PHARMACY](#) | [RESEARCH HEALTH](#) | [GET CARE](#) | [TRACK HEALTH](#) | [MHV COMMUNITY](#) | [SECURE MESSAGING](#)
[CARE GIVERS](#) | [TREATMENT FACILITIES](#) | [MY COVERAGE](#) | [HEALTH CALENDAR](#) | [APPOINTMENTS](#) | [WELLNESS REMINDERS](#)

VA Appointments

Personal Health Record of TEST MHVZZVISNTWENTYONE

Your VA Appointments Information was last updated in My HealthVet on 11/29/2011 at 17:20.

Please check your **VA Appointments** before your clinic visit. This will let you know if your appointment has been changed or cancelled.

[User Guide](#) | [Help](#) ? | [Printer Friendly](#)

VA Appointments Summary

The following lists your VA Appointments summary. Select an item to view details.

2 items found, displaying all items

Appointment Date/Time	Clinic	Location
3/01/2011 08:00	MTZ BLOOD PRESSURE CK	MARTINEZ OPC & CREC
2/22/2011 09:00	MTZ FLU SHOT	MARTINEZ OPC & CREC

2 items found, displaying all items

HOME | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | MHV COMMUNITY | SECURE MESSAGING
 CARE GIVERS | TREATMENT FACILITIES | MY COVERAGE | HEALTH CALENDAR | APPOINTMENTS | WELLNESS REMINDERS

VA Appointments

Personal Health Record of TEST MHVZZVISNTWENTYONE

Your VA Appointments Information was last updated in My HealthVet on 11/29/2011 at 18:15.

Please check your **VA Appointments** before your clinic visit. This will let you know if your appointment has been changed or cancelled.

[User Guide](#) | [Help](#) ? | [Printer Friendly](#)

Event Detail

You are viewing appointment information from your VA Facility.

Appointment Date/Time:	03/01/2011 08:00
Location:	MARTINEZ OPC & CREC
Clinic:	MTZ BLOOD PRESSURE CK
Clinic Phone:	800-382-8387
Status:	APPOINTMENT NOT KEPT

[Return To Summary](#)

Member Logout
 Logged On As:
 TEST

[Logout](#)

The **Wellness Reminders** tab will have a list of clinical reminders that are due or past due such as influenza vaccines, HbA1C, eye exams, foot exams, etcetera. If you are a patient at more than one VA facility, you may receive duplicate Wellness Reminders. Please notify your VA provider if any Wellness Reminders listed have been completed.

The screenshot shows the My HealthVet website interface. At the top, there is a navigation bar with the My HealthVet logo and a search bar. Below the navigation bar, there are several tabs: HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, MHV COMMUNITY, and SECURE MESSAGING. The TRACK HEALTH tab is highlighted in yellow. Below the tabs, there is a notification box with a warning icon and the text: "We are updating your Wellness Reminders information ... Updates to your data are still in progress. Please refresh this screen or check back later." A Refresh button is located below the notification. To the right of the notification, there is a Member Logout section with the text "Member Logout" and "Logged On As: TEST", and a Logout button. Below the notification, the page title is "Wellness Reminders" and the subtitle is "Personal Health Record of TEST MHVZZVISNTWENTYONE". The information last updated is "Information last updated in My HealthVet on 11/25/2011 at 06:27." Below the subtitle, there are links for Help and Printer Friendly. At the bottom of the page, there is a warning icon and the text: "The following Wellness Reminders are either due now or past due. If you are a patient at more than one VA facility, you may receive duplicate Wellness Reminders. Please notify your VA provider if any Wellness Reminders listed have been completed." Below this text, there is a list of reminders: Lipid Measurement (Cholesterol), Influenza Vaccine, Influenza Vaccine, Hypertension (High Blood Pressure), Pneumonia Vaccine, HbA1c for Diabetes, and Foot Exam for Diabetes.

Track Health Tab

Much of these areas are self-entered. After you visit your provider, you can enter your **Vitals and Readings** into your My HealthVet account such as blood pressure, heart rate, weight, glucose levels, etc. **Labs and test** results are available and pulled from your electronic medical record. The **Health History** allows you to track medical events throughout your life and you can record your daily activity and food intake with the **Activity Journal and Food Journal**.



Track Health

The Track Health section allows you to record and track your health information in one convenient location. Record your allergies and immunizations for reference. Record and monitor your blood pressure, body weight and more in the Vitals section. Even see a graph of your progress. You can also journal your exercise routine and food intake in the Journals section. Using the Medical History logs, you could print out your entire record in a handy doctor's sheet. My HealthVet has provided dozens of way to manage your health care. Start tracking your health today!

Vitals + Readings



Nine ways to monitor your health statistics online...
[More »](#)

Labs + Tests



Keep track of your lab results and tests here...
[More »](#)

Health History



Record your health history, medical events and more...
[More »](#)

Journals



Record your daily activity and food intake...
[More »](#)

VA Chemistry/Hematology Lab Results can be found under the navigation menu “Track Health” and sub-menu “Labs + Tests” and then “VA Chemistry/ Hematology”

- ALL chemistry and hematology results are available including drug screening and HIV tests
- Micro and Anatomical pathology will NOT be included
- Lab results will be available online 7 days after results are completed
- Results will go back to the beginning electronic recording keeping (estimated to be 1985 at most facilities)
- Veterans will have access to all chemistry and hematology results **from all VAMCs** where tests performed
- Information provided will be:
 - Test name
 - Results
 - Units
 - Reference Range
 - Flag (high/low)
 - Status (Final, amended, in process)
- Veterans will be provided a link to Lab Tests Online (<http://labtestsonline.org/>) in order to learn more about results

Once VA Chemistry/Hematology is selected, the veteran will see a summary of tests performed along with data and location information.

HOME | **PERSONAL INFORMATION** | **PHARMACY** | **RESEARCH HEALTH** | **GET CARE** | **TRACK HEALTH** | **MHV COMMUNITY** | **SECURE MESSAGING**

VITALS + READINGS | LABS + TESTS | HEALTH HISTORY | JOURNALS

LABS + TESTS
Self-Entered Tests
VA Chemistry/Hematology

We are updating your VA Chemistry/Hematology information ...
Updates to your data are still in progress.
Please refresh this screen or check back later.

Refresh

VA Chemistry/Hematology

Personal Health Record of TEST MHVZZVISNTWENTYONE

Information last updated in My HealtheVet on 11/22/2011 at 20:57.

[User Guide](#) | [Help](#) | [Printer Friendly](#)

VA Chemistry/Hematology Summary

Results of tests performed at your VA facility are listed below. To view details of your test results, select the **Date/Time** the test was collected. If you have an amended test and you want to see the history, go to the **Comments** on the **Test Details** page.

3 test records found, displaying all test records

Date/Time Collected	Specimen	Location
06 Nov 2008 @ 1215	Plasma	MARTINEZ OPC/CREC
06 Nov 2008 @ 1215	Plasma	MARTINEZ OPC/CREC
06 Nov 2008 @ 1215	Whole blood	MARTINEZ OPC/CREC

By clicking on the blue hyperlink in the “Date/Time Collected” column, a veteran will see a summary that includes Test Name, Result, Units, Reference Range, and Test Details

Test Name	Result	Units	Reference Range	Test Details
ALANINE AMINOTRANSFERASE	27	IntUnits/L	5-55	Details
ALBUMIN	3.8	g/dL	3.3-4.8	Details
ALKALINE PHOSPHATASE	109 High	IntUnits/L	37-107	Details
ASPARTATE AMINOTRANSFERASE	17	IntUnits/L	8-42	Details
BILIRUBIN	0.5	mg/dL	.3-1.2	Details
CALCIUM	8.6 Low	mg/dL	8.7-10.2	Details
CARBON DIOXIDE	30	mmol/L	23-33	Details
CHLORIDE	102	mmol/L	98-106	Details
CREATININE	0.4 Low	mg/dL	0.5-1.1	Details

By clicking on the blue hyperlink in the “Test Details” column, a veteran will have access to detailed test information including any comments and addendum information.

Plasma Specimen

ALANINE AMINOTRANSFERASE Test Details

Collected on 06 Nov 2008 @ 1215 at MARTINEZ OPC/CREC

Test results slightly outside the reference range are not unusual. Your provider has reviewed your test results and will contact you for any important issues. If you have further questions, please do not hesitate to contact your primary care provider. View **Comments** to see the history of an amended test result.

Test Name:	ALANINE AMINOTRANSFERASE
Result:	27
Units:	IntUnits/L
Reference Range:	5-55
Lab Test:	Comprehensive Met Panel
Ordering Provider:	DUGONI, BERNADETTE
Ordering Location:	MARTINEZ OPC/CREC
Performing Location:	MARTINEZ OPC/CREC 150 MUIR ROAD , MARTINEZ, CA 94553
Status:	Final
Interpretation:	
Comments:	For Test: COMPREHENSIVE METABOLIC PANEL TESTING For CPE: Do not use for if Affirm American multiple result by 1-2-10

MHV Community: has links to a variety of veteran information

The screenshot shows the My HealthVet (MHV) website interface. At the top, there is a navigation bar with the My HealthVet logo and a search bar. Below the logo, there are several menu items: VA Facility Locator, About MHV, Help, FAQs, Contact MHV, and Search. A secondary navigation bar contains links for HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, MHV COMMUNITY (highlighted in yellow), and SECURE MESSAGING. Below this, there are more links: VA BENEFITS, EVENTS + PROGRAMS, VA HONORS VETERANS, GET INVOLVED, and NEWS. The main content area is titled "MHV Community" and contains several paragraphs of text, each starting with a blue underlined link and followed by a descriptive paragraph. The links are: VA Benefits, Events and Programs, VA Honors Vets, Get Involved - Volunteer Now!, and News.

My HealthVet NATIONAL Mont

VA Facility Locator | About MHV | Help | FAQs | Contact MHV | Search: _____

HOME | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | **MHV COMMUNITY** | SECURE MESSAGING

VA BENEFITS | EVENTS + PROGRAMS | VA HONORS VETERANS | GET INVOLVED | NEWS

MHV Community

My HealthVet (MHV) Community is where you can find all kinds of information about your veteran community. There are links to news and events, information on volunteering and VA benefits, and a special veteran tribute.

VA Benefits – The VA is committed to providing excellence in all the benefits and services we offer to veterans. Partnering with veterans to help them attain their optimum health, assuring that veterans receive benefits they are entitled to, and honoring veterans with a final resting place and lasting memorials that commemorate their service to this Nation - this is the embodiment of the VA mission. Learn more about your VA Health Benefits, and your Non-Health Benefits. You can also download important Forms including your eligibility and DD-214.

Events and Programs – VA sponsors and participates in a host of special programs that increase the quality of life for veterans. Learn more about VA sponsored events. See how you can become involved with other veterans and take advantage of these special programs offered by the VA. Watch prerecorded TV programs produced by the VA on special topics.

VA Honors Vets – The VA honors America’s veterans through articles and presentations. Read a message from the Acting Under Secretary for Health, Veterans Health Administration. Watch multimedia presentations honoring those who served. Read poetry and prose written by hospitalized veterans from the Veterans' Voices magazine.

Get Involved – Volunteer Now! – The Department of Veterans Affairs Voluntary Service (VAVS) has provided over 58 years of service to America’s veterans seeking care in VA health care facilities. Since 1946, VAVS volunteers have donated 663.5 million hours of service.

News – Read health related news and current events from the VHA. Find out the latest technologies and trends, and what the VA is doing to help you, the veteran.

Secure Messaging Tab

If you have an upgraded account (**In-Person Authenticated**), you will have access to send your care providers a message. This is **NOT** to be used for urgent issues, as the team has 3 business days to respond.

You will first have to Opt-In by clicking on the orange box. Check the box **“I have read the terms and conditions and would like to Opt in”**, then click **Submit**.

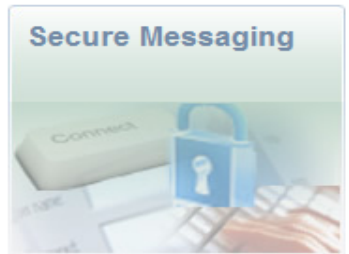
Please see the following supplemental Secure Messaging Guide for additional support.



Secure Messaging

Secure Messaging can be used to request an appointment at your VA facility, request a VA medication renewal, request an address change, or ask your primary care team questions. If your clinic is not currently participating in Secure Messaging, please be patient. It will take some time to implement this feature at every clinic nationwide.

Please note: Secure Messaging is offered through primary care providers. You should continue to follow your normal methods to contact other clinics.



Open Secure Messaging



The VA is introducing Secure Messaging, a way to communicate online with your health care team through your My HealthVet account. Secure Messaging is being rolled out across the VA in phases over the next year. If you're not using Secure Messaging yet, talk to your health care team to see when Secure Messaging will be available at your VA facility.

Secure Messaging

Welcome to Secure Messaging

If you agree to the following Terms and Conditions, please select 'Opt In' to enter Secure Messaging

Terms and Conditions

Opt-In (Open a Secure Messaging Account)

Secure Messaging is to be used only for non-urgent, non-life threatening communication. If you have an urgent or life threatening issue, call 911 or go to the nearest emergency room.

Your decision to use Secure Messaging is voluntary and does not affect your ability to contact your facility directly to speak with your health care provider. Secure Messages may be screened by administrative staff before being forwarded to a health care provider.

To participate in Secure Messaging, you must be a VA patient with an active My HealthVet account who has completed the In-Person Authentication (IPA) process. If you close your My HealthVet account or lose your IPA status, you will no longer be able to access Secure Messaging.

I have read the terms and conditions and would like to Opt in

Opt out

If you have any additional questions, please contact your My HealtheVet Coordinator.

Kristi Scott, M.A., Ed.
NCHCS My HealtheVet Coordinator
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Advice Nurse/Appointments
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