



My HealtheVet Questions?

Call for New Medical Center John Scott / Bryan Swiney at:

702-791-9000 Ext. 18965

Call for SWPCC, SEPCC Linda Williams at: 702-856-1627

Call for NW PCC Theresa Gardner at: 702-791-9020 Ext. 12455

Call for NEPCC Daniel Antipuesto at: 702-791-9050 Ext. 11751



<http://twitter.com/VALasVegas> hit "Follow" button



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National Help Desk 1-877-327-0022

My HealtheVet (MHV) User Guide for Veterans

*Instructions on Registering for My Healthevet; In-Person Authentication;
Features of My HealtheVet and Secure Messaging.*

Questions? Call 702-791-9000 Ext. 18965

http://www.lasvegas.va.gov/patients/my_healthvet.asp



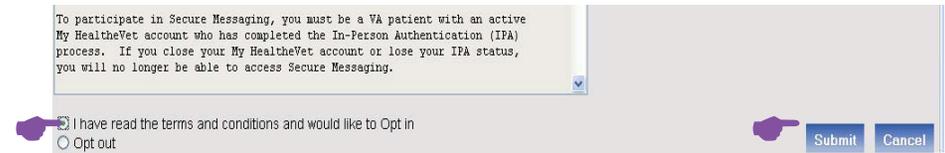
**VA
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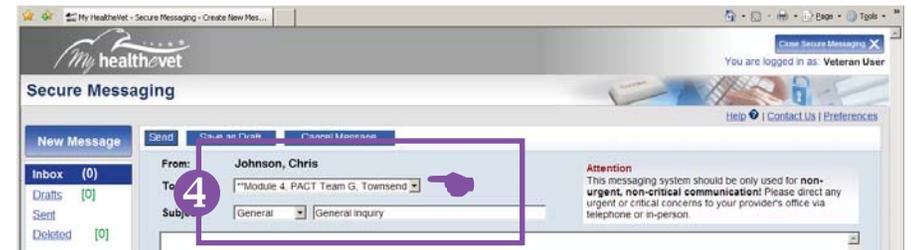
If this is your first time, you will then need to agree to the Terms and Conditions by checking the box “**I have read the terms and conditions and would like to opt in**” and **Submit**.



- To send a message to your provider, click on **New Message**. You should already be assigned to a Primary Care Team. Your team members may include: doctor, nurse (RN/LPN), clerk, dietician, social worker and pharmacist.

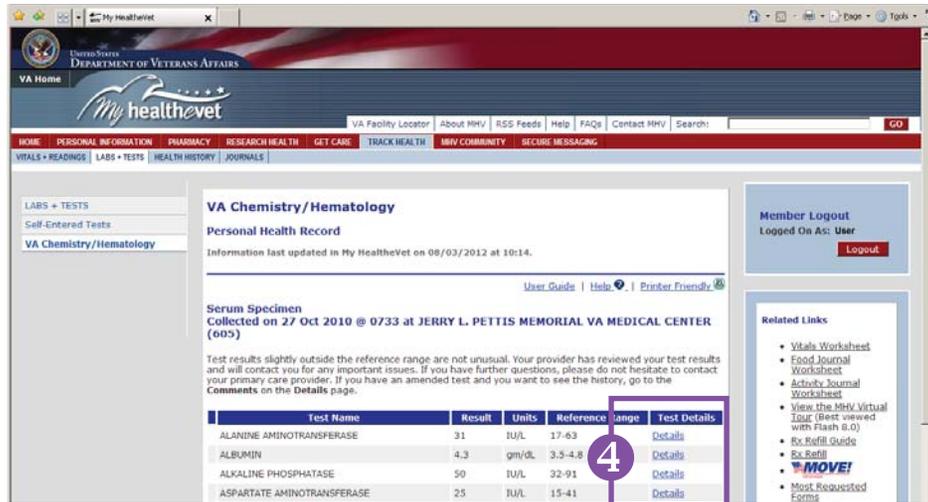


- Click on the down arrow to find other clinics. Specialty Clinics will be joining Secure Messaging soon.



Registering for My HealthVet

- By clicking on the **blue link** in the **Test Details** column, you have access to detailed test information including any comments and addendum information.



Secure Email Messaging

As long as you have an **UPGRADED ACCOUNT (In-person Authenticated)**, you will have access to send your Care Teams an email message. This is **NOT** to be used for urgent issues, since the team has 3 business days to respond.

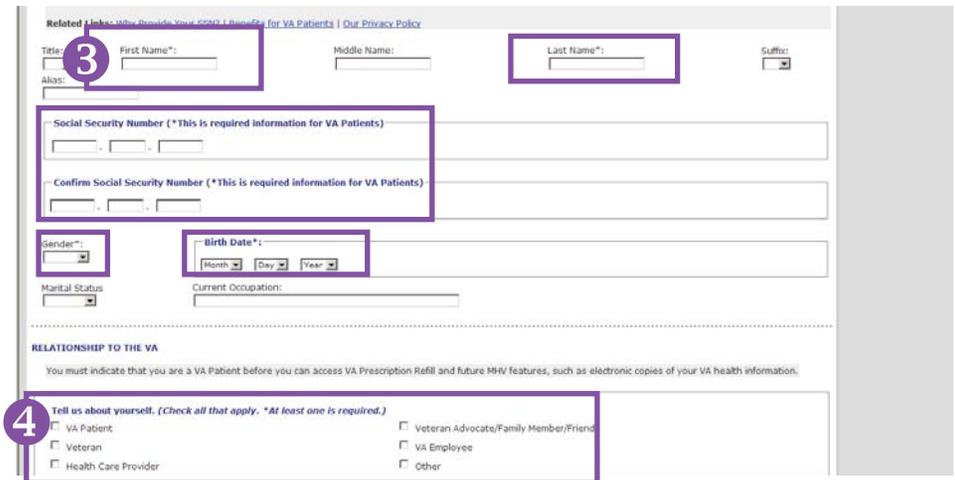
- Navigate to the **SECURE MESSAGING** tab and click.
- Click on the orange **Open Secure Messaging** button.



- Go to the Internet website www.myhealth.va.gov.
- Click on the green box to the right **“REGISTER TODAY!”**



- Complete mandatory sections that have an **Asterisk *** any other information that pertains to you is optional. Make sure you enter name the same as it appears on your VA ID card.
- At the **RELATIONSHIP TO THE VA** section, make sure you check the box for **VA Patient**, and any other boxes that apply.

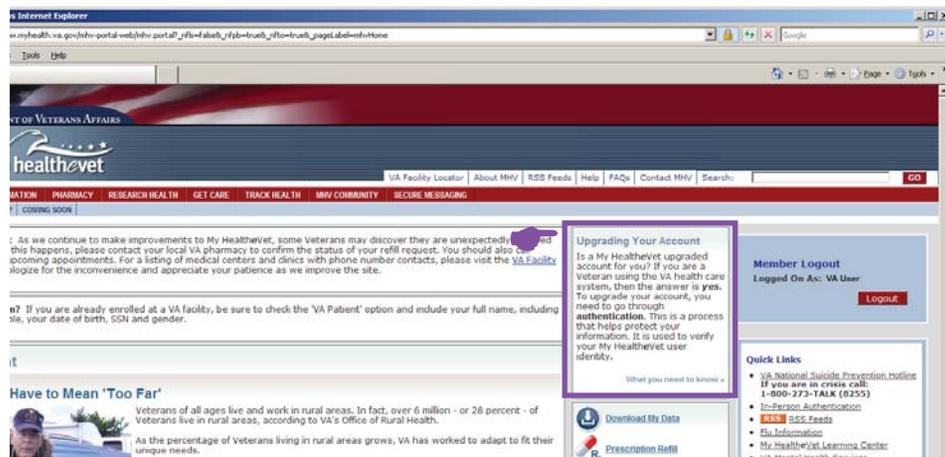


Get an Upgraded Account

As a VA patient, an upgraded account allows you to:

- View parts of your official VA health record (as it becomes available)
- **View your Department of Defense (DoD) Military Service Information**
- Gain access to **Secure Messaging** with your health care team

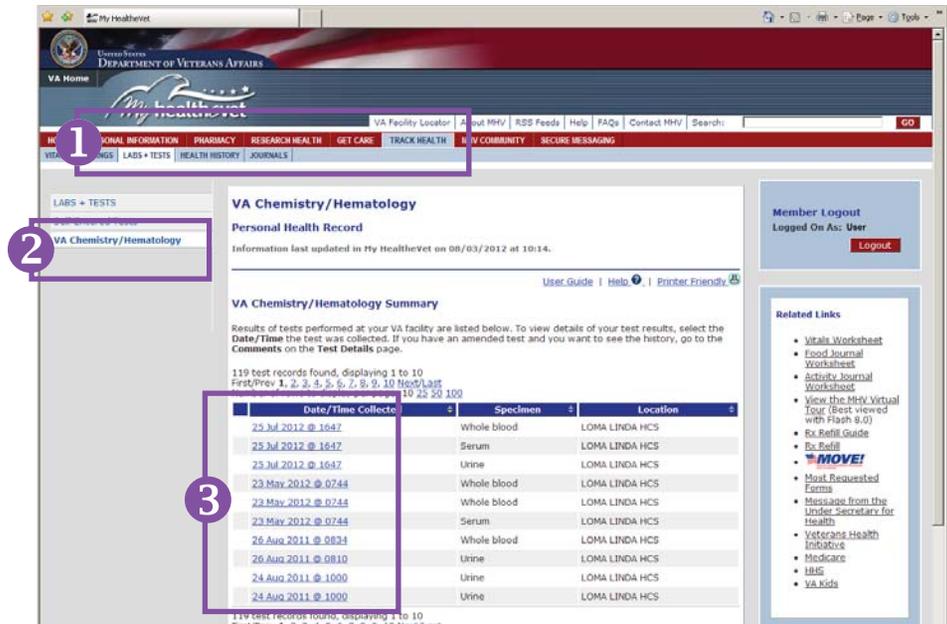
Upgrade your My HealtheVet account through **In-Person or Online Authentication**. Once logged on, access form here:



- You can complete and turn in form **10-5345a-MHV** at any VA Southern Nevada Healthcare System facility including any Primary Care Facility Northwest PCC, Southwest PCC, Southeast PCC, Pahrump, **OR** go to VA North Las Vegas Medical Center to Patient Registration, Patient Education, or My HealtheVet contact 702-232-4846.
- Show Veteran's Identification Card to the VA designee.
- Once the form is processed, it may take up to 24 to 48 hours and your account will be upgraded and the special MHV services available to you.

Lab Results

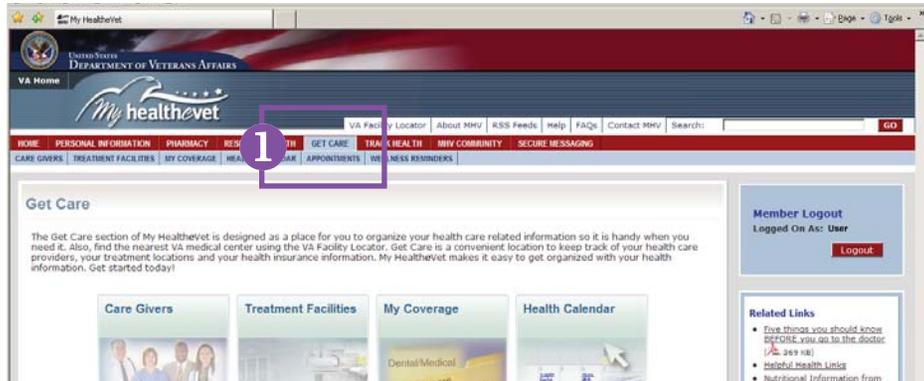
- 1 **Labs (Chemistry/Hematology)** will be under the navigation menu **TRACK HEALTH** and sub-menu **LABS + TESTS**.
- 2 Select **VA Chemistry/Hematology** to view a summary of tests performed along with data and location information.
- 3 Click on the **blue link** dates for details of test results.



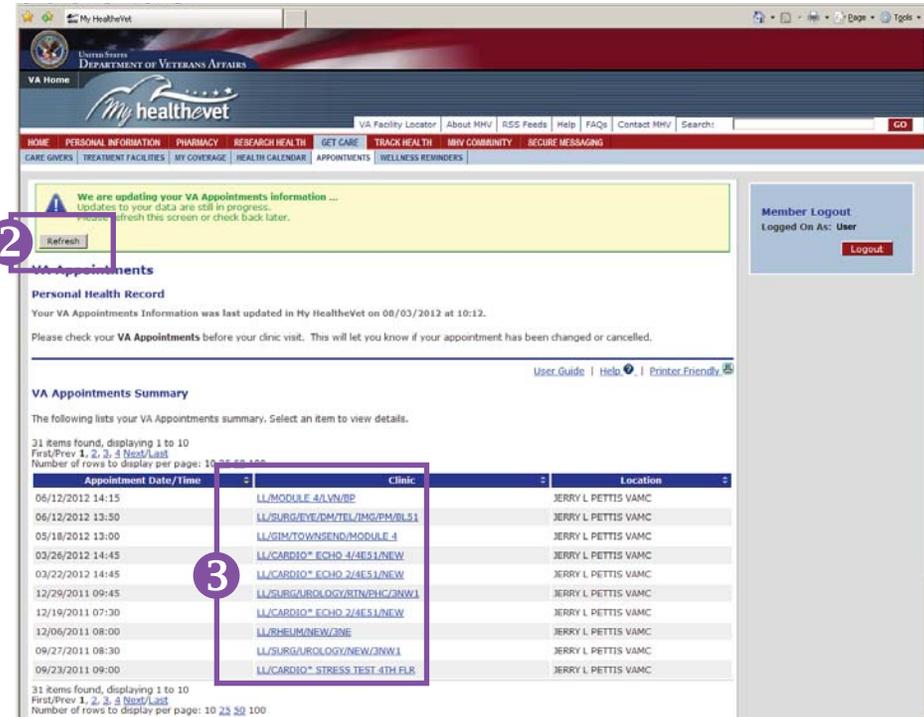
- All chemistry and hematology lab results will be available including drug screening and HIV tests
- Lab results will be available online 7 days after results are completed
- Veterans will have access to lab results from all VAMCs where tests were performed
- Veterans will be provided a link to Lab Tests Online (<http://labtestsonline.org>) in order to learn more about results

Appointments

- 1 Navigate to the **GET CARE** tab and click. Click on **APPOINTMENTS** on the blue tab bar below.



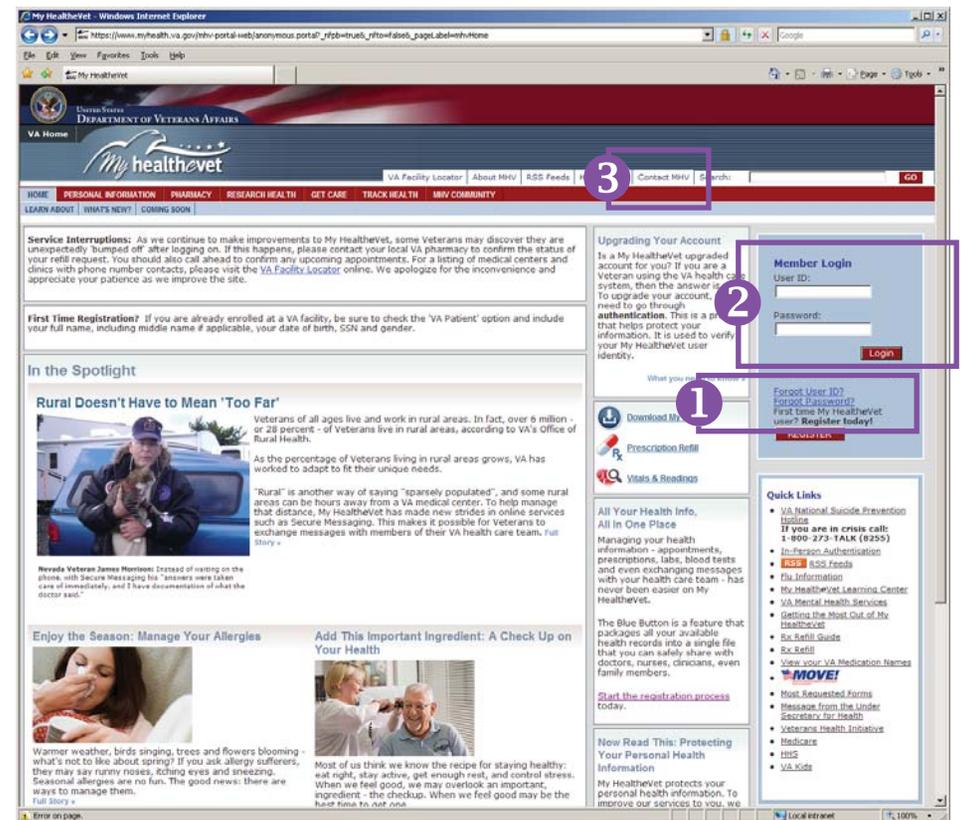
- 2 On the **APPOINTMENTS** page, click the **Refresh** button to view all your appointments within the past 2 years.
- 3 Click on the **blue link** of an appointment to get additional information about the appointment.



Features of My HealthVet

Visit www.myhealth.va.gov anytime, anywhere. It is safe and secure!

- 1 Login by entering the User ID and Password you created. The User ID is not case sensitive (contains at least 6 letters and numbers). The Password is case sensitive (contains at least 8 characters including letters, numbers, and special characters).
- 2 If you can't remember your User ID or Password, click either of the links below the Member Login.
- 3 If you still have problems logging in, contact the MHV Help Desk by selecting the Contact MHV tab.



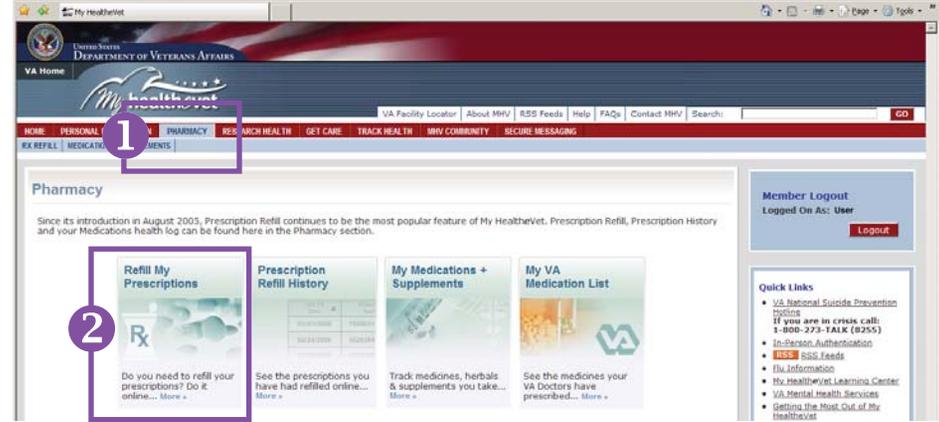
Refill My Prescriptions

④ **PERSONAL INFORMATION TAB:** Click on the topics in 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. You can change your password at any time.

⑤ **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. VA provides immunizations and your blood and chemistry lab results.

Note: Your medical information may be up to 50 pages when printing, depending on how many medications or appointments you've had if you choose **all** your available data.

- ① Navigate to the **PHARMACY** tab and click.
- ② Click on the “Refill My Prescriptions” icon.



③ Refill medications by clicking in the box that has available refills. It will not be refillable if it is a narcotic, your prescription has expired or if you don't have any refills left. If you have an upgraded account, 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 should enter this information yourself. My VA Medication list will only list your medication names, start and stop date.

