

# Register for Your VA Personal Health Record (PHR):

- 1 Type [www.myhealth.va.gov](http://www.myhealth.va.gov) in the address bar on your web browser, and then press Enter. This takes you to VA's My HealthVet website.
- 2 On the right-hand side of the screen, select the **Register Today** button. Complete the registration page, and review and accept the Terms & Conditions and the Privacy Policy for using the My HealthVet website.
- 3 Log into your My HealthVet account and begin to create your PHR.
- 4 Begin using My HealthVet to access VA health care and services at your convenience to better manage your health. Also, if you are a VA patient, take some time to watch the In-Person Authentication (IPA) video online.
- 5 Bookmark [www.myhealth.va.gov](http://www.myhealth.va.gov) as a favorite and make a note, if you are a VA patient, to get an upgraded account during your next VA clinic visit to get the most out of your PHR.

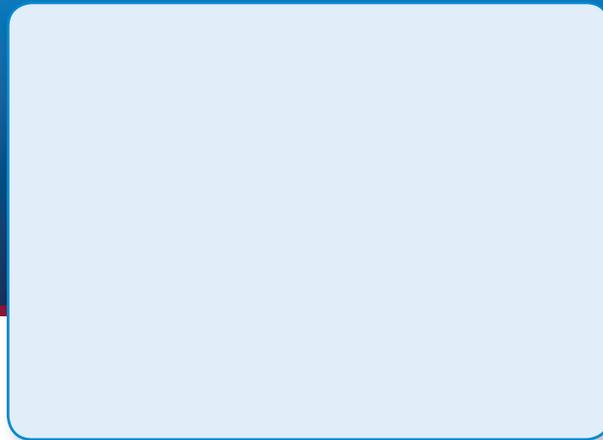


## Is an Upgraded Account, or IPA, for me?

Yes, if you want to:

- View VA Allergies and Adverse Reactions
- Receive Wellness Reminders
- View VA Appointments
- Participate in Secure Messaging
- Be ready to access all new My HealthVet features that will enhance your Personal Health Record

Ask the My HealthVet Coordinator at your facility about IPA



## Important Features

### Download My Data

Use the VA Blue Button to download, store or print the information in your My HealthVet account.

### VA Prescription Refills

Order your VA prescription refills online.

### Secure Messaging

Communicate non-emergency health-related information with your health care team through Secure Messaging.

### VA Appointments

View your scheduled VA Appointments and your appointment history for the past two years.

### Wellness Reminders

View your VA Wellness Reminders.

### Vitals

Use My HealthVet to monitor and graph your health statistics, such as blood pressure and blood sugar.

### Medical Libraries

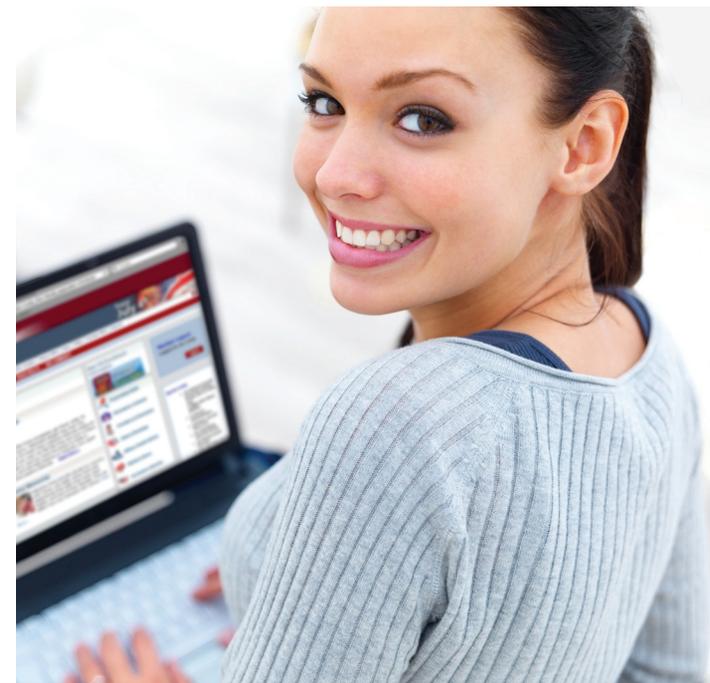
Access extensive online medical libraries.



[www.myhealth.va.gov](http://www.myhealth.va.gov)

My Health, My Care: 24/7 <sup>Online</sup> Access to VA

# Secure Messaging Information for Patients



## What is *Secure Messaging*?

Secure Messaging is a secure, web-based message service that allows you to communicate non-urgent, non-emergency health-related information with your VA health care team.

## How will *Secure Messaging* benefit me?

With Secure Messaging you are able to:

- ★ Communicate non-urgent, non-emergency health care issues and concerns with your participating health care team
- ★ Request test results and health information
- ★ Request medical appointments
- ★ Request prescription renewals

## How is *Secure Messaging* different from email?

Secure Messaging is an online service that allows you to send and receive messages from your VA health care team who have chosen to participate in Secure Messaging. You do not need an email account to use Secure Messaging. You can access Secure Messaging from your account on My HealtheVet.

## Will *Secure Messaging* be available 24 hours-7 days a week?

You may send a non-urgent, non-emergency message at any time. Your VA health care team should respond to your message(s) within three business days. Business days are Monday through Friday from 8am to 5pm. Business days do not include after hours, weekends, or federal holidays.

## How do I participate in *Secure Messaging*?

First, talk to your VA health care provider to determine if Secure Messaging would be a good way to communicate with them about your health care. If they agree, you may participate in Secure Messaging if you:

- ★ Are a VA patient enrolled in a VA facility
- ★ Registered as a VA patient in your My HealtheVet account ([www.myhealth.va.gov](http://www.myhealth.va.gov))
- ★ Completed the My HealtheVet In-Person Authentication (IPA) process. Details on the IPA process can be found on the My HealtheVet website at the In-Person Authentication page.

Empowering  
Veterans

Improving  
Health Outcomes

24/7 Access  
to VA Information

## Can I receive an email notification that I have a new *Secure Message*?

Yes, in your **Preferences** settings you can provide a personal email account where you would like to receive a general notification that you have one or more new messages in Secure Messaging.

## Can *Secure Messaging* be used for medical emergencies?

Do not use Secure Messaging for any emergency care or urgent issues. If you think you have a medical emergency, we recommend you call 911 immediately. Do not attempt to access emergency care through Secure Messaging. If you are not sure what type of care you need, please contact your local medical clinic or facility.

## Can I tell if the message I sent has been read?

If your message has been opened by your health care team, the message in your Sent folder will state "Read".

## Who will have access to and who will respond to my messages?

Only authorized VA staff will have access to your messages and will respond to your messages. Depending on the type of message that you send, you may get a response from a clerk, nurse, social worker, provider or other VA staff.

## How to find *Secure Messaging* on My HealtheVet

Log on to: [www.myhealth.va.gov](http://www.myhealth.va.gov)

Select:



Log into your My HealtheVet account. If you do not have an account, you will need to register and complete the one-time In-Person Authentication (IPA) process to access *Secure Messaging*.

Once logged in, you can access *Secure Messaging* by:

- ★ Selecting the *Secure Messaging* tab which appears across the top of the My HealtheVet home page as a main navigation tab, then
- ★ Selecting the *Open Secure Messaging* button

## Personal Health Record features available for you on My HealtheVet

My HealtheVet offers you a secure, online, 24/7 accessible Personal Health Record which includes:

- ★ VA prescription refills
- ★ Blue Button download, store and print of information in your My HealtheVet account
- ★ VA Appointments \*
- ★ Secure Messaging with participating providers \*
- ★ VA Wellness Reminders \*
- ★ Tracking Tools and Journals for health metrics, activities, family health and military health histories
- ★ Healthy Living Centers focused on medication safety, healthy eating, and separating from active duty
- ★ Trusted health libraries
- ★ Additional extracts of your VA Electronic Health Record as they become available \*

\* In-Person Authentication required for access.