



My Health, My Care: 24/7 ^{Online} Access to VA

My HealtheVet (MHV) User Guide

My HealtheVet Questions?

Contact Bryan Swiney, Program Coordinator at:
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 National Help Desk 1-877-327-0022

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How to Register for a My HealtheVet Advanced Account, Upgrade to a Premium Account, and navigate the Features of a My HealtheVet Premium Account and Secure Messaging.

Questions? Call 702.791.9000 X15857
 Or visit us at: http://www.lasvegas.va.gov/patients/my_healthevet.asp



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MHV USER ID AND PASSWORD

MHV User ID: _____

MHV Password: _____

20. 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**.

21. 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.

Remember: Secure Messages are for NONURGENT and NONEMERGENT questions! Your provider may take up to 3 days to reply.

22. Click on the down arrow to find other clinics.

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

Serum Specimen
Collected on 27 Oct 2010 @ 0733 at JERRY L. PETTIS MEMORIAL VA MEDICAL CENTER (605)

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. If you have an amended test and you want to see the history, go to the [Comments on the Details](#) page.

Test Name	Result	Units	Reference Range	Test Details
ALANINE AMINOTRANSFERASE	31	IU/L	17-63	Details
ALBUMIN	4.3	gm/dL	3.5-4.8	Details
ALKALINE PHOSPHATASE	50	IU/L	32-91	Details
ASPARTATE AMINOTRANSFERASE	25	IU/L	15-41	Details

17. **Secure Email Messaging:** With a **PREMIUM ACCOUNT (In-person Authenticated)**, you will have access to send your Care Teams a secure message. *This is **NOT** to be used for urgent issues, since the team has 3 business days to respond.*

18. Navigate to the **SECURE MESSAGING** tab and click.

19. Click on the orange **Open Secure Messaging** button.

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.

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.

Open Secure Messaging

Register for My HealthVet Advanced Account

1. Go to the Internet website www.myhealth.va.gov.

2. Click on the green box to the right **"REGISTER TODAY!"**

My HealthVet - The Gateway to Veteran Health and Wellness - Windows Internet Explorer

https://www.myhealth.va.gov/index.html

My HealthVet - The Gateway to Veteran Health and Wellness

Home | My HealthVet | My HealthVet | My HealthVet | My HealthVet

Already a Member? Go to My HealthVet Enter Here

Not Registered? Register Today! Start Here

3. Complete mandatory sections that have an Asterisk * any other information that pertains to you is optional. **Be sure to enter your name the same as it appears on your VA ID card.**

4. At the **RELATIONSHIP TO THE VA** section, make sure you check the boxes for **VA Patient** and **Veteran**, and any other boxes that apply.

Related Links: Why Provide Your SSN? | Benefits for VA Patients | Our Privacy Policy

Title: First Name*: Middle Name: Last Name*: Suffix:

Alas:

Social Security Number (*This is required information for VA Patients)

Confirm Social Security Number (*This is required information for VA Patients)

Sender*: Birth Date*: Month Day Year

Marital Status: Current Occupation:

RELATIONSHIP TO THE VA

You must indicate that you are a VA Patient before you can access VA Prescription Refill and future MHV features, such as electronic copies of your VA health information.

Tell us about yourself. (Check all that apply. *At least one is required.)

VA Patient Veteran Advocate/Family Member/PT

Veteran VA Employee

Health Care Provider Other

5. **Create a User ID and Password.** The User ID *is not* case sensitive and must contain at least 6 letters and numbers. The Password *is case sensitive* and must contain at least 8 characters including letters, numbers, and special characters).

6. **Select your Password Hint Questions and Answers.**

7. **Accept the three Terms & Conditions and Privacy Policy.**

8. **Select Save.**

15. Click on the **blue link** dates for details of test results.

15

Date/Time Collected	Specimen	Location
25 Jul 2012 @ 1647	Whole blood	LOMA LINDA HCS
25 Jul 2012 @ 1647	Serum	LOMA LINDA HCS
25 Jul 2012 @ 1647	Urine	LOMA LINDA HCS
23 May 2012 @ 0744	Whole blood	LOMA LINDA HCS
23 May 2012 @ 0744	Whole blood	LOMA LINDA HCS
23 May 2012 @ 0744	Serum	LOMA LINDA HCS
26 Aug 2011 @ 0824	Whole blood	LOMA LINDA HCS
26 Aug 2011 @ 0810	Urine	LOMA LINDA HCS
24 Aug 2011 @ 1000	Urine	LOMA LINDA HCS
24 Aug 2011 @ 1000	Urine	LOMA LINDA HCS

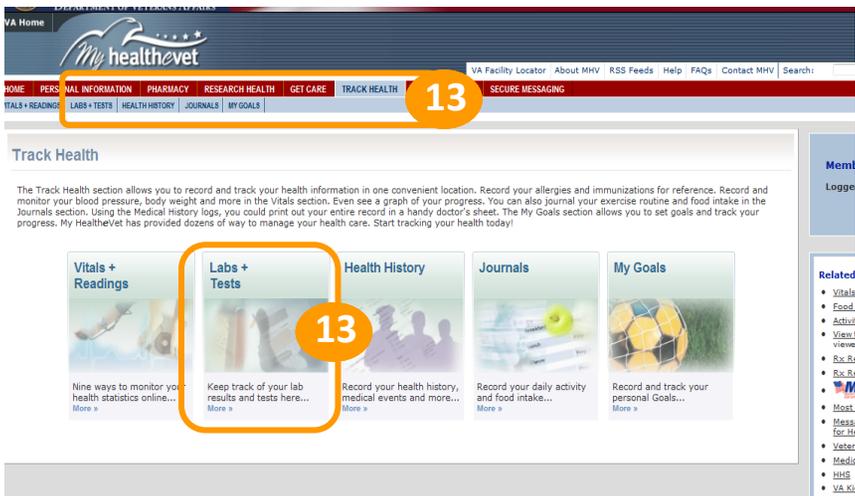
- All chemistry and hematology lab results will be available including drug screening and HIV tests
- Lab results will be available online 7 days after results are completed
- Veterans will have access to lab results from all VAMCs where tests were performed
- Veterans will be provided a link to Lab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

Upgrade to a Premium Account

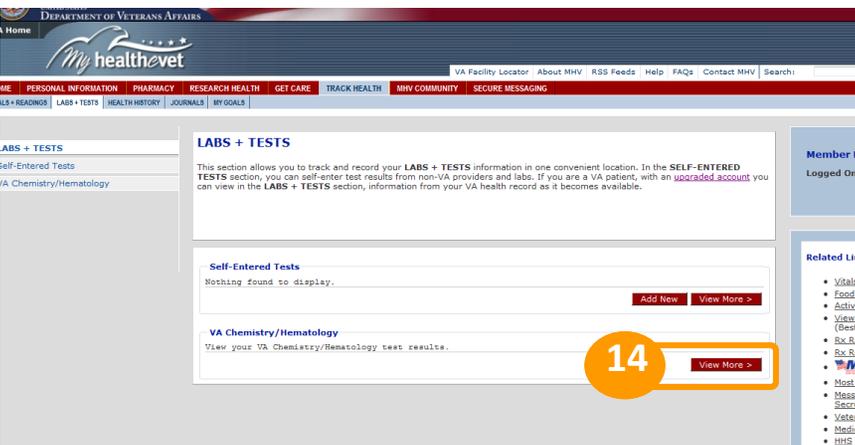
With an upgraded MHV account Veterans can:

- *View and download your **VA personal health record**
- *View your **Appointments and Lab Results**
- *Communicate through **Secure Messaging** with your health care teams

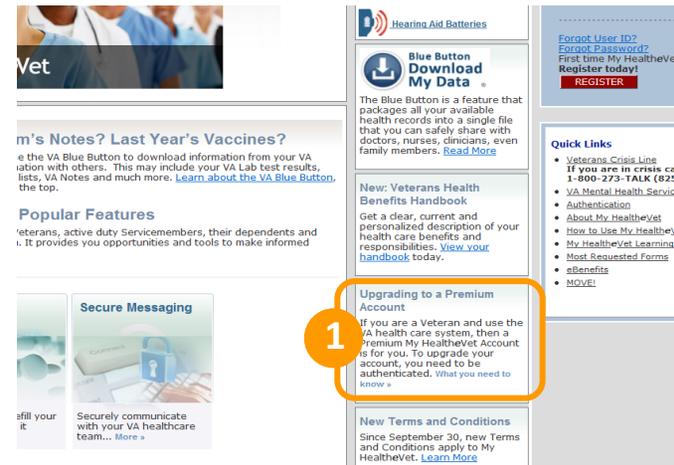
13. Labs (Chemistry/Hematology) will be under the navigation menu **TRACK HEALTH** and sub-menu **LABS + TESTS**. 13



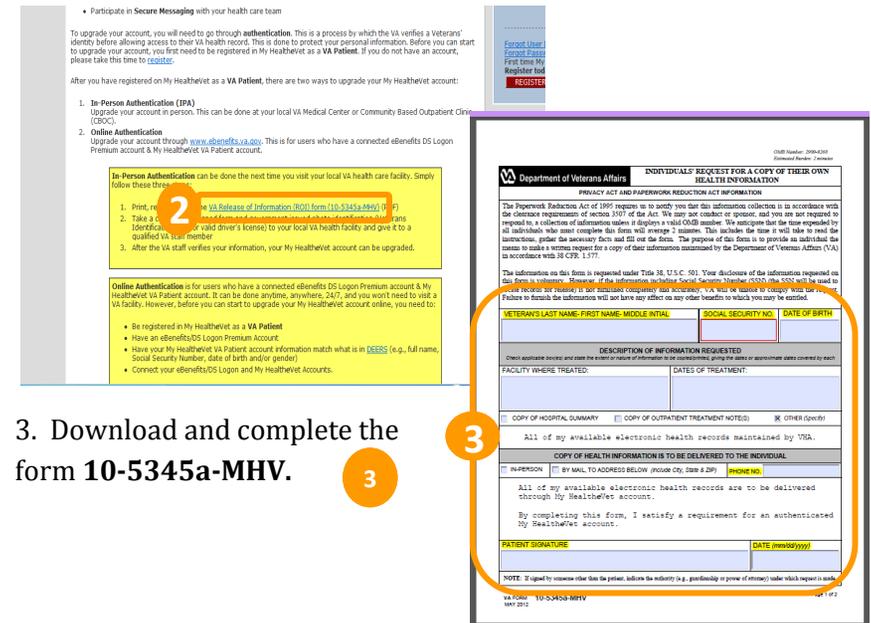
14. Select **VA Chemistry/Hematology** to view a summary of tests performed along with data and location information. 14



1. To upgrade your My HealthVet account you need to be authenticated. To begin the process, look for the **Upgrading to a Premium Account** article on the MHV Homepage and select the **What you need to know >>** link: 1



2. Click on the **VA Release of Information (ROI) form (10-5345a-MHV)** link 2



3. Download and complete the form **10-5345a-MHV**. 3

4. Take your completed 10-5345a-MHV form at any VA Southern Nevada Healthcare System facility including any Primary Care Facility (Northeast PCC, Northwest PCC, Southwest PCC, Southeast PCC, and Pahrump). Ask for the VA representative that can authenticate you for My HealthVet.

OR go to the new North Las Vegas VA Medical Center to Patient Registration, Patient Education, or the Business Center (Release of Information).

- Show a US Government-issued ID card (i.e. Veteran's Identification Card) to the VA designee.
- Once the form is processed, it may take 24 to 48 hours for your account to be upgraded and the premium features available to you.

Popular My HealthVet Features

1. **PERSONAL INFORMATION TAB:** Click on the topics in the blue menu bar 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. 1

2. **DOWNLOAD MY DATA:** refers to the **Blue Button**. You can view, save, and print your account. It will list all of the self-entered information as well as your prescription history, VA appointments, Lab results, VA immunizations, VA Notes and more, depending on what information you select. 2

Note: When you print your personal medical record, it may be up to 50 pages long, depending on how much information you select.

11. On the **APPOINTMENTS** page, click the **Refresh** button to view all your appointments within the past 2 years. 11

12. Click on the **blue link** clinic name of an appointment to see additional information about the appointment. 12

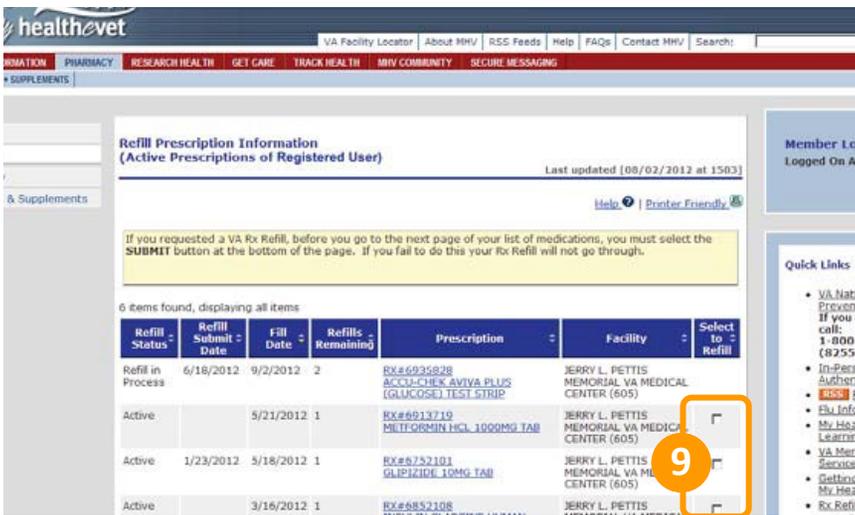
Appointment Date/Time	Clinic	Location
06/12/2012 14:15	LL/MODULE 4/LVA/VR	JERRY L PETTIS VAMC
06/12/2012 13:50	LL/SURG/EYE/DM/TEL/IMG/PM/BL31	JERRY L PETTIS VAMC
05/18/2012 13:00	LL/GIM/TOWNSEND/MODULE 4	JERRY L PETTIS VAMC
03/26/2012 14:45	LL/CARDIO* ECHO 4/4ES1/NEW	JERRY L PETTIS VAMC
03/22/2012 14:45	LL/CARDIO* ECHO 2/4ES1/NEW	JERRY L PETTIS VAMC
12/29/2011 09:45	LL/SURG/UBOLOGY/INT/PHC/3NW	JERRY L PETTIS VAMC
12/19/2011 07:30	LL/CARDIO* ECHO 2/4ES1/NEW	JERRY L PETTIS VAMC
12/06/2011 08:00	LL/RHEUM/NEW/2NE	JERRY L PETTIS VAMC
09/27/2011 08:30	LL/SURG/UROLOGY/NEW/3NW1	JERRY L PETTIS VAMC
09/23/2011 09:00	LL/CARDIO* STRESS TEST 4TH FLR	JERRY L PETTIS VAMC

9. Refill medications by clicking in the box that has available refills.

9

It will not be refillable if it is a narcotic, your prescription has expired, or if you do not have any more refills.

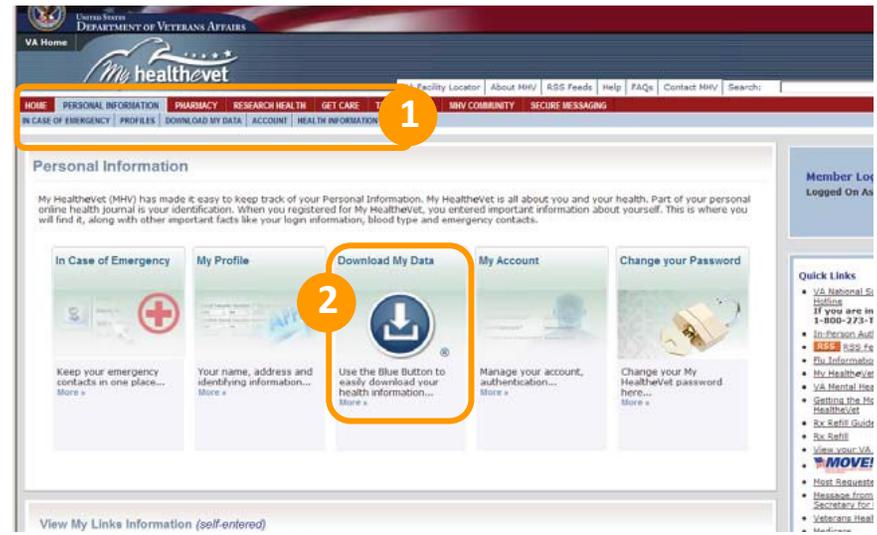
With a Premium account, you can send your Primary Care Team a Secure Message for needed medication renewals. You can also view your Prescription History. If you are taking any over-the-counter medications, herbs, or supplements, you should enter this information yourself. My VA Medication list will only list your medication names, start and stop date.



9

10. **APPOINTMENTS:** Navigate to the **GET CARE** tab and click on **APPOINTMENTS** on the blue tab below or the **VA Appointments** icon.

10

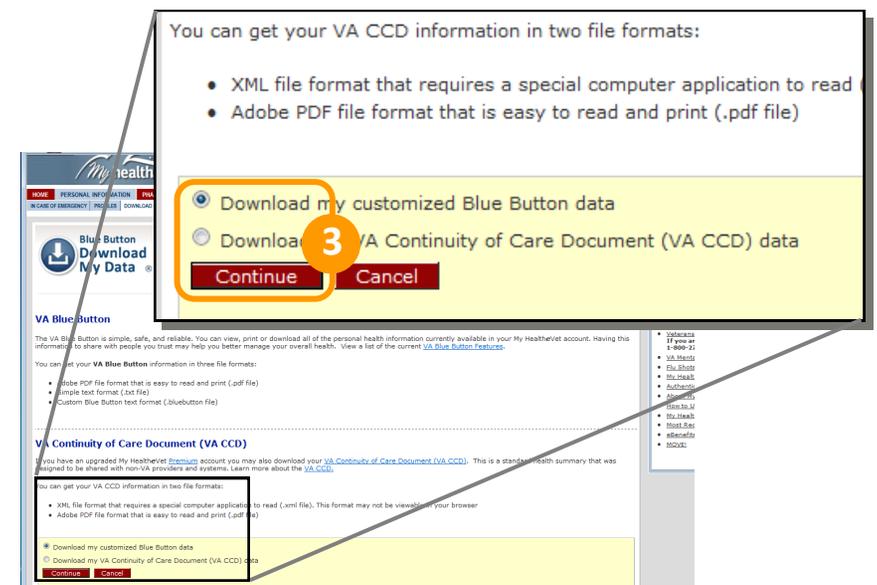


1

2

3. Ensure *Download my customized Blue Button data* is selected and press Continue:

3



4. Select **Check Updates** button. 4

Download My Selected Data

Blue Button User Guide | Learn More | Protecting Your Personal Health Information

Each day you log into your My HealtheVet account, your VA health information will be updated. Updates are done once a day.
The following information is being updated:

- VA Admissions and Discharges
- VA Allergies
- VA Appointments
- VA Demographics
- VA Electrocardiogram (EKG) Reports
- VA Immunizations
- VA Laboratory Results: Chemistry/Hematology/Microbiology
- VA Pathology Reports: Surgical Pathology/Cytology/Electron Microscopy
- VA Problem List
- VA Notes
- VA Radiology Reports
- VA Vitals and Readings
- VA Wellness Reminders

Select the **Check Updates** button to view the current status of your update. If you proceed with your download while updates are in progress, you may not receive the most up-to-date information. Updates are done once a day.

Check Updates 4

There are many ways you can download your information. You can choose a date range, select the types of information you wish to include in your download or both.

Select Date Range

3 Months

6 Months

5. Select the Date Range and Type of Information to download. 5

Select Date Range

3 Months

6 Months

1 Year

Select Date Range

Start Date: Apr 28 2013

End Date: Oct 28 2013

Select Types of Information

Self Reported Information only

VA and DoD Information only

All Types of Information

Select one or more types of information

SELF REPORTED INFORMATION	VA HEALTH INFORMATION
<input type="checkbox"/> Activity Journal, Self Reported	<input type="checkbox"/> VA Admissions and Discharges * (for Discharge Summary, 3 day hold period applies)
<input type="checkbox"/> Allergies, Self Reported	<input type="checkbox"/> VA Allergies *
<input type="checkbox"/> Family Health History, Self Reported	<input type="checkbox"/> VA Appointments * (future)
<input type="checkbox"/> Food Journal, Self Reported	<input type="checkbox"/> VA Appointments * (limited to past 2 years)
<input type="checkbox"/> Health Care Providers, Self Reported	<input type="checkbox"/> VA Demographics *
<input type="checkbox"/> Health Insurance, Self Reported	<input type="checkbox"/> VA Electrocardiogram (EKG) Reports *
<input type="checkbox"/> Immunizations, Self Reported	<input type="checkbox"/> VA Immunizations *
<input type="checkbox"/> Labs and Tests, Self Reported	<input type="checkbox"/> VA Laboratory Results: Chemistry/Hematology/Microbiology * (3 day hold period applies)
<input type="checkbox"/> Medical Events, Self Reported	<input type="checkbox"/> VA Medication History
<input type="checkbox"/> Medications and Supplements, Self Reported	<input type="checkbox"/> VA Notes * (from 01 Jan 2013 forward, 3 day hold period applies)
<input type="checkbox"/> Military Health History, Self Reported	<input type="checkbox"/> VA Pathology Reports: Surgical Pathology/Cytology/Electron Microscopy * (14 day hold period applies)
<input type="checkbox"/> My Goals: Completed Goals, Self Reported	<input type="checkbox"/> VA Problem List * (3 day hold period applies)
<input type="checkbox"/> My Goals: Current Goals, Self Reported	<input type="checkbox"/> VA Radiology Reports * (3 day hold period applies)
<input type="checkbox"/> Treatment Facility, Self Reported	

6. **REFILL MY PRESCRIPTION:** Navigate to the **PHARMACY** tab and click. 6

7. Click on the **“Refill My Prescriptions”** icon. 7

U.S. DEPARTMENT OF VETERANS AFFAIRS

VA Home

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

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

PHARMACY

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 7

Do you need to refill your prescriptions? Do it online... More »

Prescription Refill History

See the prescriptions you have had refilled online... More »

My Medications + Supplements

Track medicines, herbs & supplements you take... More »

My VA Medication List

See the medicines your VA Doctors have prescribed... More »

Member Log
Logged On As

Quick Links

- VA National Helpline
If you are 1-800-273
- In-Person VA
- RSS Feeds
- VA Information
- My HealtheVet
- VA Hospital In
- Getting the Most from My HealtheVet

8. The first time you access this feature, you must accept the **Terms and Condition**. Scroll to the bottom and click on the **Accept** button.

Agreement to Terms & Conditions

Agreement & Disclaimers

General Disclaimer

My HealtheVet is an online personal health record (PHR). It enables Veterans to create and maintain a PHR that includes access to health education information, personal health journals, copies of key portions of VA patients' electronic health records and electronic services such as online VA prescription refill requests, Secure Messaging and more. Some Veterans may view portions of Department of Defense Military Service Information. The Department of Veterans Affairs (VA) provides this service to you, based on the following Terms and Conditions. You must agree to these Terms and Conditions to use My HealtheVet. You are also agreeing to your responsibilities as stated in the [Privacy Policy Notice](#).

My HealtheVet includes some information and services from resources outside VA. In the My HealtheVet Medical Disclaimer and Agreement, the terms "We", "Us", or "Our" refers to My HealtheVet. "You" or "User(s)" refers to users of this service. This is for administrative purposes and is voluntary. However, if you do not provide the information requested, a My HealtheVet account cannot be created for you as the information is used to give you access to the site. The requested information includes your:

- name
- date of birth
- Social Security Number
- gender
- email address
- user type (for example, VA Patient)
- zip code

The collection of this information is authorized by 38 U.S.C. Section 501. The information is also subject to the Privacy Act of 1974 (5 U.S.C. 552a, as amended). As such, VA employees may only use it in the performance of their duties. The information can only be disclosed outside of VA with the proper authority (5 U.S.C. § 552a(b)) which includes "routine use" disclosures as outlined in the Privacy Act Systems of Records Notices "My HealtheVet Administrative System of Records" 130VA19 and "Patient Medical Records" 24VA19.

Sharing of Your Information and Data

My HealtheVet uses a secure database (eVault) as its storage system. The eVault stores a user's self-entered health information, health measures, and may include copies of the information in the user's VA health record for authorized VA patients. The eVault may also include data shared from Department of Defense or other non-VA sources. Users of My HealtheVet are the owners of their information in eVault. Your self-entered data is not automatically shared with your healthcare team. If you wish to share it, you must print it out and bring a copy to your team. When the delegation option is available, you can choose to share your personal health information in your My HealtheVet account with others.

The portions of your VA health record seen in My HealtheVet are electronic copies of your official VA health record. Your VA health record, stored at your VA health facility, remains the official and authoritative VA health record.

Some information in your My HealtheVet account will be reviewed by your health care team, such as Secure Messages and, when the option is available and if you choose to share, health assessments. Secure Messages accessed through your personal health record may be copied into your VA health record by a member of your health care team.