Empowering Veterans

Tools Available on My HealtheVet

VA Blue Button: Download, view or print your Personal Health Record.

In Case of Emergency: A convenient electronic log where you can record your emergency contacts.

VA Prescription Refills: Just a few keystrokes and your VA medication is on its way to your doorstep.

Medical Libraries: Access to extensive online medical libraries: MedlinePlus® and Veterans Health Library.

Physicians & Providers: Keep track of all your health care providers in one convenient location.

Vitals: Monitor and graph numerous health statistics online, such as blood pressure and blood sugar.

Military Health History: Keep track of all your military health information.

My Goals: Track and monitor tasks and goals that are important to you.

Log on to www.myhealth.va.gov today and find out more about:

Healthy Living Centers

- Medications: Play it Safe!
- Eat Wisely
- Separation from Active Duty

…and much more!

Tracking Tools and Journals

- Keep track of your blood pressure, cholesterol, blood sugar, weight and more
- Monitor your activities and food intake with secure online journals
- Record and update your health history, as well as your family's
- Record and maintain your Military Health History

…and much more!

Begin your own secure electronic Personal Health Record that can last a lifetime! It's easy, free and accessible to you 24/7.

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

For access to even more benefits through My HealtheVet, register for a Premium account. With a Premium account, you can:

- Participate in Secure Messaging
- View VA Appointments
- View VA laboratory results, VA Notes and Problem Lists**
- Share your Continuity of Care Document (CCD) through the VA Blue Button
- Use the VA Blue Button to download select copies of your VA health record
- Access your DoD Military Service Information via the VA Blue Button (if eligible)
- View VA Allergies and Adverse Reactions
- Receive Wellness Reminders
- Be ready to access all new My Health*e*Vet features that will enhance your Personal Health Record – and much more!

***At this time, VA Pathology Reports (Surgical Pathology, Cytology and Electron Microscopy Study results) are available 14 calendar days after they are completed. VA lab results, VA Notes and Problem Lists are available three days after they are finalized.*

Scan this QR code to learn more.

Veterans Health Administration
Office of Informatics and Analytics
www.va.gov

Patient
Revised 08/2013
IB 10-386, P96456

My healthevet
www.myhealth.va.gov

My HealtheVet Secure Messaging

Information for Patients

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

VA

U.S. Department of Veterans Affairs
Veterans Health Administration

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. *Secure Messaging* is an efficient way to enhance your ability to communicate and share information about your health status 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 VA 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 to and from your VA health care team. You do not need an email account to use *Secure Messaging*. You can access *Secure Messaging* from your Premium account on My Health*e*Vet.

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 8 a.m. to 5 p.m. Business days do not include after hours, weekends, or federal holidays.

Improving Health Outcomes

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 Health*e*Vet account (**www.myhealth.va.gov**)
- Completed My Health*e*Vet Authentication, in-person or online. Details on Authentication can be found in the Quick Links section of the My Health*e*Vet website (**www.myhealth.va.gov**)

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 indicating 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?

No, if you are in crisis, please call the Veterans Crisis line (1-800-237-TALK [8255]). This is a toll-free confidential resource.

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.

24/7 Access to VA Information

How to find *Secure Messaging* on My Health*e*Vet

Log on to: www.myhealth.va.gov

Select the Go to My Health*e*Vet Enter Here button.

Log in to your My Health*e*Vet account. If you do not have an account, you will need to register and complete the Authentication process, in-person or online, for a Premium account 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 Health*e*Vet home page as a main navigation tab, then
- Selecting the Open *Secure Messaging* button

Register for Your VA Personal Health Record (PHR):

1. Go to **www.myhealth.va.gov**.
2. On the right-hand side of the screen, select the Register Today button and complete the registration page. Please review and accept the Terms & Conditions and the Privacy Policy.
3. You are ready to log in and create your Personal Health Record.
4. Now you are all set. Bookmark **www.myhealth.va.gov** as a favorite.
5. If you are a VA patient, make a note to upgrade to a Premium account. To upgrade to a Premium account, you will need to go through Authentication, a process by which VA verifies a Veteran's identity, either in-person or online. *

To learn more about Authentication, in-person or online, visit www.myhealth.va.gov and select Upgrading to a Premium account. You may also contact your My Health*e*Vet Coordinator at your local VA facility or the My Health*e*Vet Help Desk at 1-877-327-0022 (Monday-Friday, 7 a.m. – 7 p.m. CT). For TTY services, call* **1-800- 877-8339.