For access to even more benefits through My HealttheVet, 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 HealttheVet 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.
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 HealtheVet account (www.myhealth.va.gov)
- Completed My HealtheVet Authentication, in-person or online. Details on Authentication can be found in the Quick Links section of the My HealtheVet 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 HealtheVet
Log on to: www.myhealth.va.gov

Select the Go to My HealtheVet Enter Here button.

Log in to your My HealtheVet 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 HealtheVet 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 HealtheVet Coordinator at your local VA facility or the My HealtheVet Help Desk at 1-877-327-0022 (Monday-Friday, 7 a.m. – 7 p.m. CT). For TTY services, call 1-800- 877-8339.

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