



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



# My HealthVet Patient Guide for In-Person Authentication and Opting-In for Secure Messaging



2012

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## About My HealtheVet

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My HealtheVet is VA's award-winning online Personal Health Record (PHR), located at [www.myhealth.va.gov](http://www.myhealth.va.gov). It offers users anywhere, anytime access to health care information, resources and tools online 24/7. To get the most out of your My HealtheVet Personal Health Record, visit your local VA facility to get an upgraded account, known as In-Person Authentication (IPA).

## My HealtheVet Mission

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The mission of My HealtheVet is to improve health care for all Veterans, no matter where you receive care. My HealtheVet provides one-stop, online access to help you better manage your overall health, make informed health decisions, and record and store important health and military history information.

## My HealtheVet Features at a Glance

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- |                                      |                              |
|--------------------------------------|------------------------------|
| » VA Prescription Refills            | » Healthy Living Centers     |
| » VA Wellness Reminders*             | » VA Benefits & Services     |
| » VA Appointments*                   | » Personal Health History    |
| » Secure Messaging*                  | » Tracking & Graphing Vitals |
| » VA Allergies and Adverse Reactions | » Military Health History    |
| » VA Chemistry/ Hematology           | » Activity & Food Journals   |
| » VA Blue Button                     | » Trusted Health Information |

To get the most out of your My HealtheVet Personal Health Record, upgrade your account to IPA'd status. It will offer you anywhere, anytime internet access to VA health care, in addition to web-based tools that empower you to become better partners in your health care. With My HealtheVet, you will have access to trusted, secure, and informed health and benefits information, when you want it.

## Finding the My HealtheVet Website

- Type [www.MyHealth.va.gov](http://www.MyHealth.va.gov), or
- Use internet search (Google, Yahoo, Bing) to find My HealtheVet
- Visit the Louis Stokes Cleveland VAMC Home Page at <http://www.cleveland.va.gov/> and click on the My HealtheVet icon.

## Creating a New Account

1. Click on the **Register** button

The screenshot shows the My HealtheVet website interface. At the top, there is a navigation bar with the VA logo and the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS". Below this is a search bar and a "GO" button. The main content area is divided into several sections:

- About Our Upgrade:** A text block explaining system improvements and potential login issues.
- In the Spotlight:** A section titled "A New Year, A New You...with a Little Help from My HealtheVet" featuring a photo of three people and text about New Year's resolutions.
- Download My Data:** A link to download personal data.
- Prescription Refill:** A link to request a prescription refill.
- Emergency Contacts:** A link to view emergency contact information.
- Providers & Physicians:** A link to find medical providers.
- Vitals & Readings:** A link to view personal health data.
- Military Health History:** A link to access military health records.
- Medical Library:** A link to access medical resources.
- VA Honors Veterans:** A link to honor veterans.
- Member Login:** A section for logging in with a "User ID:" field, a "Password:" field, and a "Login" button. Below the login fields are links for "Forgot User ID?", "Forgot Password?", and "First time My HealtheVet user?". A "Register today!" button is circled in blue.
- Quick Links:** A section with a link to the "VA National Suicide Prevention Hotline" and a crisis call number: "1-800-273-TALK (2825)".

2. If you Receive Care at any VA health care facility, or are an Employee, your information under the **Identification** Section must match what is on your VA Veteran's ID Card (VIC Card) or your patient record or as it appears on your appointment letter.

- a. Fill in your First Name----- John
- b. Fill in your Middle Initial with no punctuation---- A  
If you receive an "error message" after you click SAVE, please try entering your full middle name. If you still receive an error again, or do not have a middle name please leave the middle name field blank.
- c. Fill in your Last Name----- Doe
- d. Suffix ( III, IV, Jr or Sr) include ONLY if it appears on your Veteran's ID card
- e. Fill in your Social Security Number
- f. Select your Gender
- g. Select your Date of Birth

Create your My HealtheVet user profile.

\* Indicates Required Information

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**IDENTIFICATION**

**VA Patients:** You must provide your Social Security Number (SSN) before you can access VA Prescription Refill and future MHV features, such as electronic copies of your VA health information. In order to access these features, your identity will be verified by matching your MHV account information with your information in the VA system.

**Related Links:** [Why Provide Your SSN?](#) | [Benefits for VA Patients](#) | [Our Privacy Policy](#)

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

Alias:

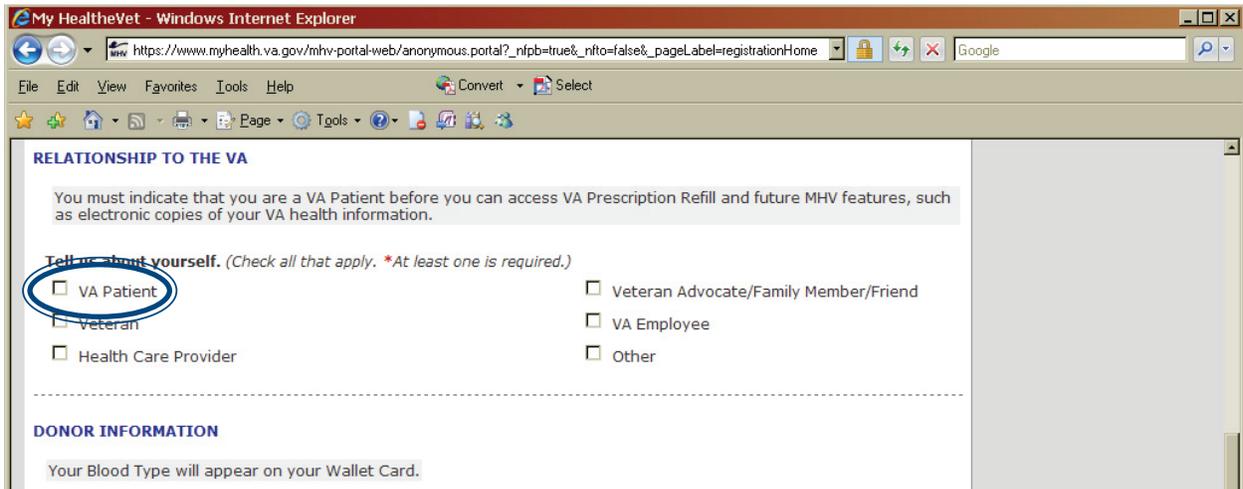
Social Security Number (\*This is required information for VA Patients)  
 -  -

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

Gender\*:  Birth Date\*:  Month  Day  Year

Marital Status:  Current Occupation:

h. Under Relationship to the VA, select the **VA Patient** button



- i. Fill in the Primary Address Section.
- j. Fill in the contact Information.
- k. Create a user ID – It needs to be **at least 6 characters in length**. (Some user ID's can already be in use; you may have to add some numerical values to the ID to make it unique, e.g. Veteran3356). Other examples include: Starfish8, JESmith, 1233bc.
- l. Create a Password- Your password has to be **at least 8 characters in length** and include a number, letter, and a special character (e.g. !,@,#,\$,^,&,\*,+). Your password is case sensitive so please be aware if you are using capital letters. Some examples include: #1veteran, some\_pass1, or Health#1.
- m. Create your Security Questions and Answers. You must choose two different questions.
- n. Accept both Terms and Conditions and Privacy Policy agreements by clicking the boxes in front of each.
- o. Press the **Save** button one time.

p. Please read Attachment A or watch the My HealtheVet video found online under the In-Person Authentication Section.

**In the Spotlight**

**A New Year, A New You...with a Little Help from My HealtheVet**

Eat Better! Lose Weight! Exercise More! Quit Smoking!

It's not uncommon to start the New Year with resolutions much like these. In fact, according to a 2009 poll, 100 million Americans make New Year's resolutions each year. Sticking to them, however, is a different story. At the U.S. Department of Veterans Affairs (VA), helping Veterans achieve their 'new self' is aided by online tools as well as many health and wellness programs at the local VA Medical Centers. [Read More »](#)

**Homeless Does Not Mean Helpless**

Suffering from a long-term disability that affected his memory, Navy Veteran Shayne Babineau was out of work, homeless and struggling to find his way after his return from Desert Storm in 1991. [Read More »](#)

**New Year's Has Passed, But Not the Blues?**

Holidays are not always the "merry and bright" events we often expect. For many people, including many Veterans, they can be downright depressing. [Read More »](#)

**Dealing with Job Loss over the Holidays**

The holidays can be an especially hard time to deal with the loss of a job or an income. Sadly, many Americans this holiday season are faced with inadequate employment and are struggling to make ends meet. This includes Veterans. In fact, post-9/11 Veterans are known to suffer a particularly high rate of unemployment. One reason may be that recent Veterans are often best equipped to work in jobs that the recession has hit the hardest. No matter the reason, loss of a job or an income can have a far-reaching impact. [Learn More »](#)

**Military Health History**

**Medical Library**

**VA Honors Veterans**

**Getting the Most Out of My HealtheVet**

Decide where you can improve your health. Then use My HealtheVet to help you get it done. [Download \(PDF\) »](#)

**In-Person Authentication**

Is a My HealtheVet upgraded account for you? If you are a Veteran using the VA health care system, then the answer is **yes**. To upgrade your account, you need to go through In-Person Authentication (IPA). This is a one-time process that helps protect your information. It is used to verify your My HealtheVet user identity. [What you need to know »](#)

**Forgot User ID? Forgot Password? First time My HealtheVet user? Register today!**

**REGISTER**

**Quick Links**

- VA National Suicide Prevention Hotline
- If you are in crisis call: 1-800-273-TALK (8255)**
- In-Person Authentication
- RSS** RSS Feeds
- Flu Information
- My HealtheVet Learning Center
- VA Mental Health Services
- Getting the Most Out of My HealtheVet
- Rx Refill Guide
- Rx Refill
- View your VA Medication Names
- Quality of Care
- MOVE!**
- HealthierUS Veterans
- Most Requested Forms
- Message from the Under Secretary for Health
- Veterans Health Initiative
- Medicare
- HHS
- VA Kids

q. Please **Read, Sign, and Bring** in the VA Release of Information Form for My HealtheVet to your next visit. Attachment B

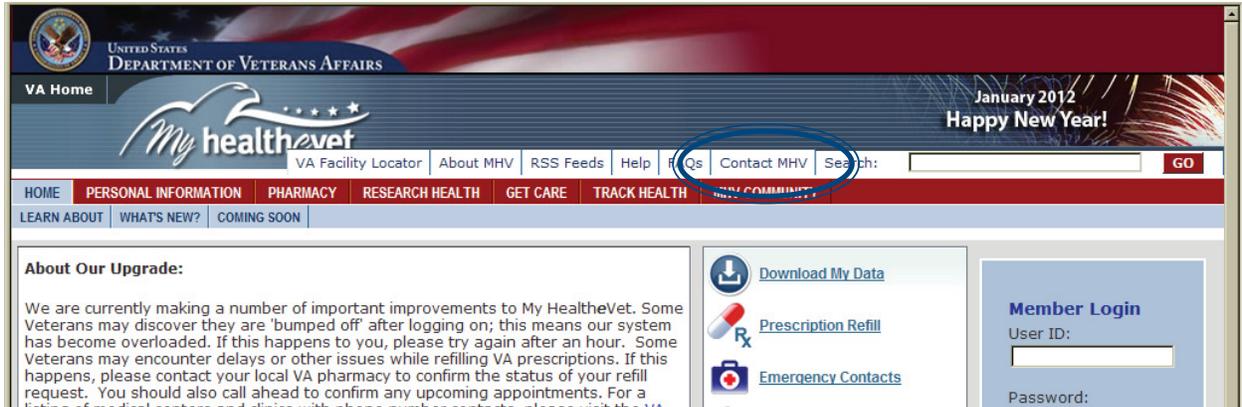
## Issues with Logging In to Your My HealtheVet Account

1. If you are missing or forgot your My HealtheVet user ID, please click on the **Forgot User ID** Button and fill out the requested information. Answer only one security question.
2. If you forgot your Password, please click on the **Forgot Password** button and fill out the requested information. (You will need to have your User ID to Create a new Password). Answer only one security question.

The screenshot shows the My HealtheVet website in a Windows Internet Explorer browser. The address bar displays the URL: [https://www.myhealth.va.gov/mhv-portal-web/anonymous.portal?\\_nfpb=true&\\_nfto=false&\\_pageLabel=mvhHome](https://www.myhealth.va.gov/mhv-portal-web/anonymous.portal?_nfpb=true&_nfto=false&_pageLabel=mvhHome). The page header includes the United States Department of Veterans Affairs logo and the My HealtheVet logo. A navigation menu is visible with options like HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, and MHV COMMUNITY. The main content area features several sections: 'About Our Upgrade' with a notice about system improvements, 'In the Spotlight' with a New Year's message, 'Getting the Most Out of My HealtheVet' with a PDF download link, and 'Quick Links' with a crisis hotline. A 'Member Login' section on the right contains fields for User ID and Password, a 'Login' button, and links for 'Forgot User ID?', 'Forgot Password?', and 'Register today!'. A blue oval highlights the 'Forgot User ID?' and 'Forgot Password?' links.

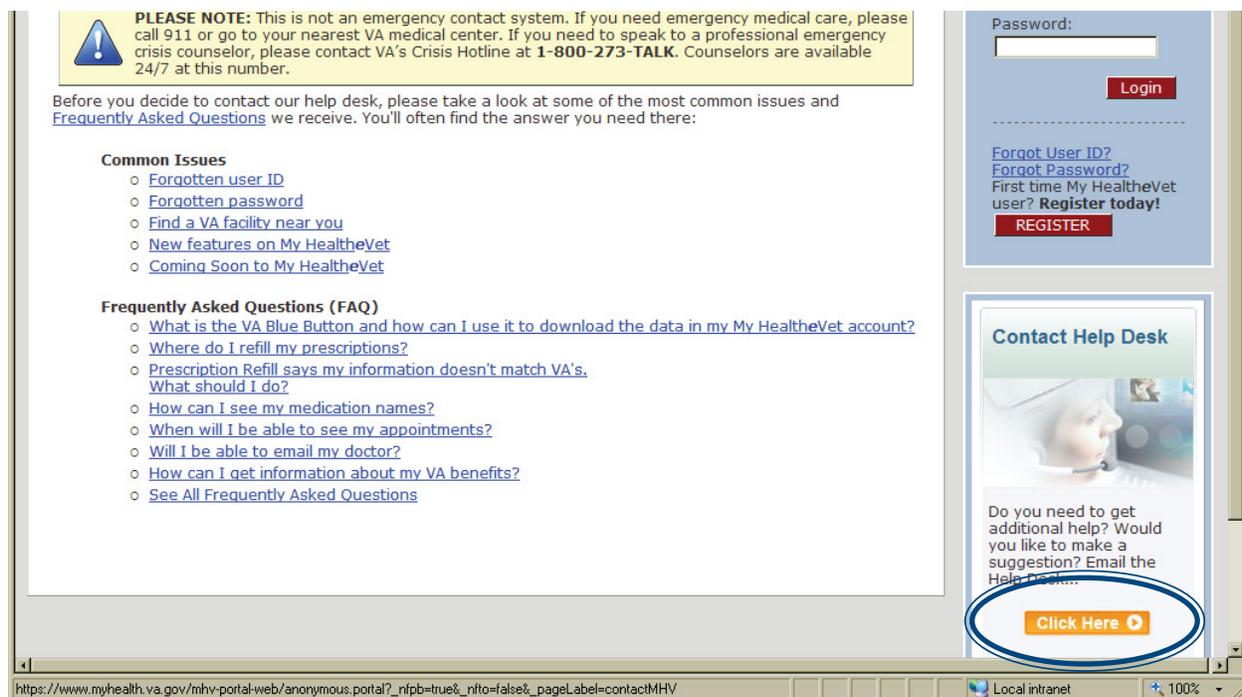
3. If you are still unable to log into your account.

a. Click on the **Contact MHV** button at the top of the page.



b. Click on the orange **Click Here** button under the **Contact Help Desk**.

c. Fill in the requested information and Contact Information.



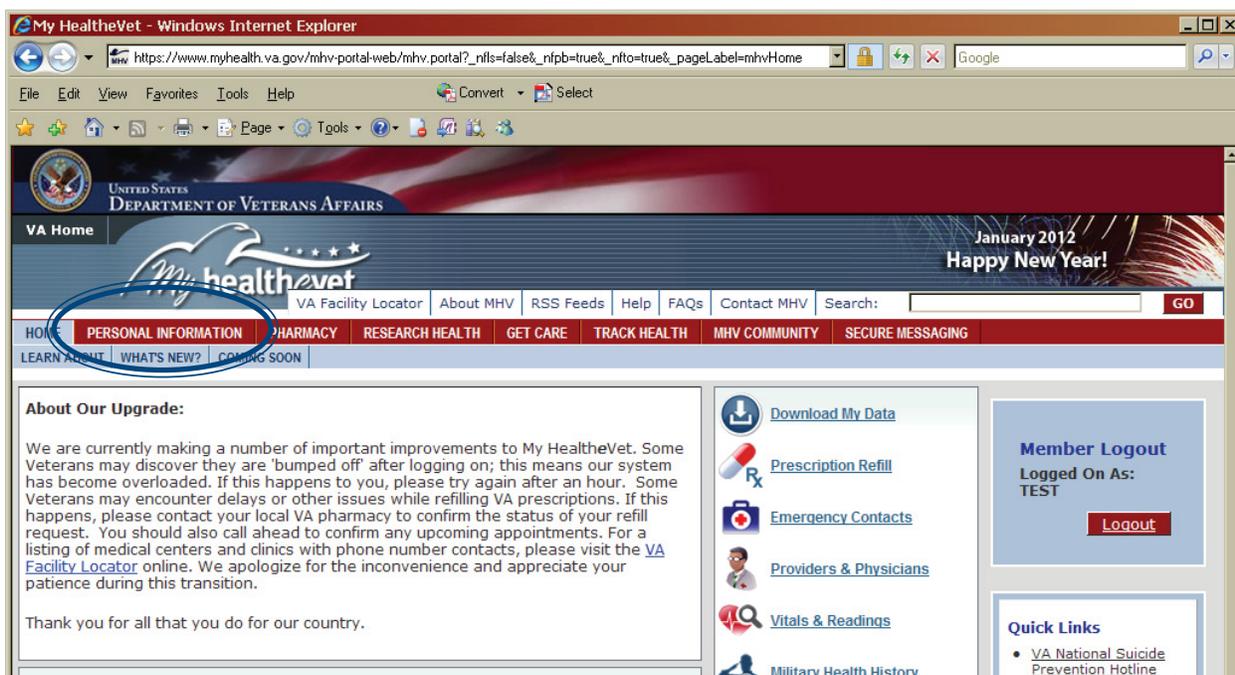
## Upgrade or Update Your Account with In-Person Authentication Status

To access current and future features, upgrade your My HealtheVet account with In-Person Authentication (IPA) at any VA health care facility. Please watch the My HealtheVet video, or read a video transcript, located online under the In-Person Authentication Section of the website **Home** page.

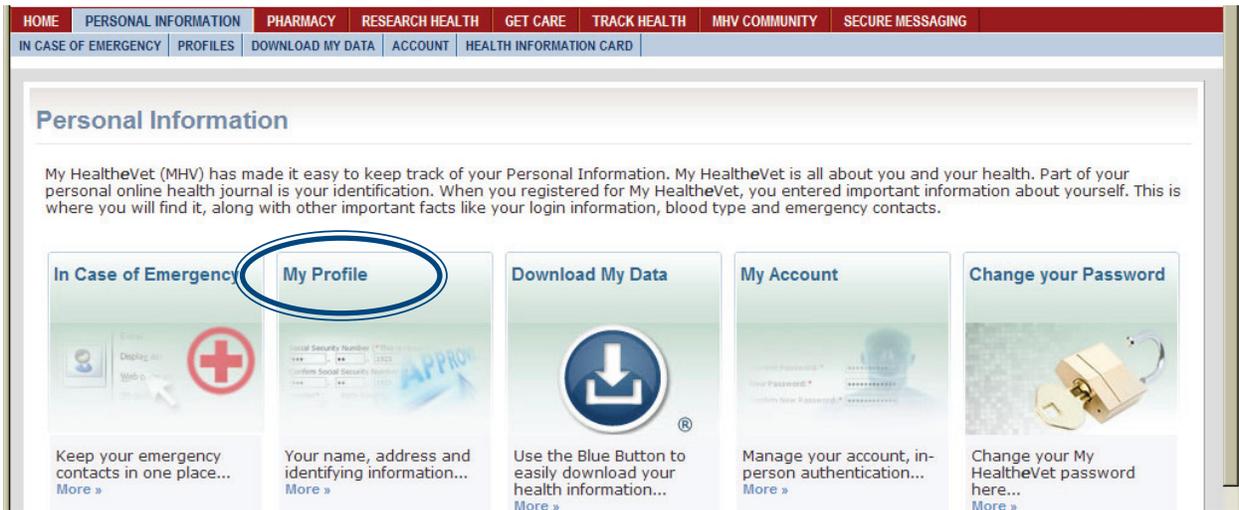
### In-Person Authentication Status if you Already Have a My HealtheVet Account

If you already have a My HealtheVet account you can upgrade to In-Person Authentication Status if you receive health care at a VA facility or are an Employee.

1. Log-in to your account
2. Click On the red **Personal Information** tab



### 3. Click on the **My Profile** Button



### 4. Update your Information to **Match** what is on your Veteran's ID Card (VIC Card) or patient record.

- a. Fill in your First Name------(example) John
- b. Fill in your Middle Initial with no punctuation-----A  
If you receive an "error message" after you click SAVE, please try entering your full middle name. If you still receive an error again, or do not have a middle name please leave the middle name field blank.
- c. Fill in your Last Name -----Doe
- d. Suffix ( III, IV, Jr or Sr) include **ONLY** if it appears on your Veteran's ID card
- e. Fill in your Social Security Number
- f. Select your Gender
- g. Select your Date of Birth
- h. Under Relationship to the VA select the **VA Patient** button
- i. Fill in the Primary Address Section
- j. Fill in the Contact Information

- k. Create a Password - Your password has to be **at least 8 characters in length** and include a number, letter, and a special character (e.g. ! @ # \$ ^ & \* +). Your password is case sensitive so please be aware if you are using capital letters. Some examples include: #1veteran, some\_pass1, or Health#1.
- l. Create your Security Questions and Answers
- m. Accept both **Terms and Conditions** and **Privacy Policy** agreements
- n. Press the **Save** button – **Please only Press once!** Allow several seconds for page to process
- o. Please watch the My HealthVet video, or read a video transcript (which is attached), located under the In-Person Authentication Section, accessed through the website **Home** page.

## What is in Your My HealtheVet Account

Under the Personal Information Tab:

1. You can enter In Case of Emergency Contact information 
2. Upload your Profile 
3. Use the Download My Data Function or “Blue Button” which allows you to create a printable version of everything that is within you’re my HealtheVet account 
4. Manage Your Account 
5. Change your Password 
6. Print your Health Information Card 



The screenshot shows the My HealtheVet website interface. At the top, there is a navigation bar with the VA logo and the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS". Below this is a search bar and a "GO" button. The main navigation menu includes "HOME", "PERSONAL INFORMATION", "PHARMACY", "RESEARCH HEALTH", "GET SERVICES", "TRACK HEALTH", "MHV COMMUNITY", and "SECURE MESSAGING". The "PERSONAL INFORMATION" tab is selected and highlighted. Below the navigation bar, there is a section titled "Personal Information" with a sub-header "My HealtheVet (MHV) has made it easy to keep track of your Personal Information...". Below this text are five numbered callouts, each with a corresponding icon and a "More" link:

- 1. In Case of Emergency: Keep your emergency contacts in one place... More »
- 2. My Profile: Your name, address and identifying information... More »
- 3. Download My Data: Use the Blue Button to easily download your health information... More »
- 4. My Account: Manage your account, in-person authentication... More »
- 5. Change your Password: Change your My HealtheVet password here... More »

## Under the Pharmacy Tab:

(Requires User to be In-Person Authenticated)

1. Refill your prescription and have them Mailed to your House (Prescriptions are mailed to the address that we have on file in CPRS) 
  - a. If it is your first time using this function you will have to agree to the terms and conditions first.
  - b. If you are a new patient to this facility, your medications may not show up in this section until it is time for your first refill.
  - c. To refill you just have to check the box on the desired medication and click the submit **Refills** button.
2. View Your Prescription Refill history 
3. Self Enter any over the counter medications or supplements that you are taking 
4. View your VA medication list (This list displays all medications, prescriptions and supplements from your VHA records) 

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

RX REFILL MEDICATIONS + SUPPLEMENTS

### 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.

**1** Refill My Prescriptions

Do you need to refill your prescriptions? Do it online... [More >](#)

**2** Prescription Refill History

Date	Quantity
01/21/2006	7500
02/24/2006	4500
03/19/2006	5100

See the prescriptions you have had refilled online... [More >](#)

**3** My Medications + Supplier

Track medicines, herbals & supplements you take... [More >](#)

**4** My VA Medication List

See the medicines your VA Doctors have prescribed... [More >](#)

**Member Logout**  
Logged On As: TEST  
[Logout](#)

**Quick Links**

- [VA National Suicide Prevention Hotline](#)  
If you are in crisis call: 1-800-273-TALK (8255)
- [In-Person Authentication](#)
- [RSS RSS Feeds](#)
- [Flu Information](#)
- [My HealtheVet Learning Center](#)
- [VA Mental Health](#)

## Under the Research Health Tab:

The Research Health section of My HealtheVet is where you can get health information, research a topic, and simply learn more about your health. Read about common conditions and VA health programs. Get answers to your health questions from trusted medical resources. My HealtheVet makes it easy to stay informed by bringing a wealth of information right to your fingertips.

1. Visit the Healthy Living Center: In this section you will find a library of educational and promotional materials about healthy living to empower Veterans to take control of their own health and manage their health care. 
2. Visit the Diseases and Condition Center: This section has information about common illnesses and conditions like influenza and high blood pressure (hypertension). Additionally you can take independent study courses on health related issues such as Agent Orange exposure or Traumatic Brain Injury (TBI) or other conditions that may be related to your service. 
3. Visit the Mental Health Information Portal: This section contains information and has screening tools for several mental health conditions. 
4. Visit the Medical Library: This section contains two extensive online medical libraries for you to learn more about your health and how to stay healthy. 



**Research Health**

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**Healthy Living Centers 1**  
Healthy living means

**Diseases + Conditions 2**  
Find information for

**Mental Health 3**  
From holiday blues to the

**Medical Library 4**  
My Healthevet provides

**Member Logout**  
Logged On As:  
TEST  
[Logout](#)

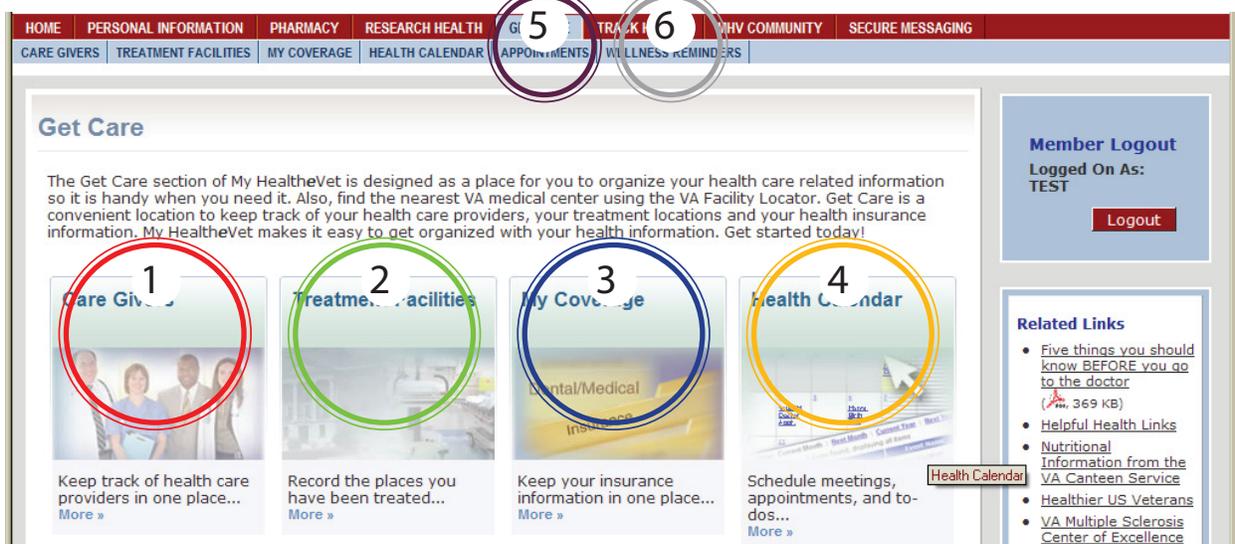
**Related Links**

- [Five things you should know BEFORE you go to the doctor](#) (PDF, 369 KB)
- [Helpful Health Links](#)
- [Nutritional Information from the VA Canteen Service](#)

## Under the Get Care Tab:

The Get Care section of My HealtheVet is designed as a place for you to organize your health care related information so it is handy when you need it. Also, find the nearest VA medical center using the VA Facility Locator. Get Care is a convenient location to keep track of your health care providers, your treatment locations and your health insurance information. My HealtheVet makes it easy to get organized with your health information.

1. Self enter your care givers 
2. Self Enter your treatment facilities 
3. Self enter your insurance information 
4. Use the health calendar 
5. View your local VA scheduled appointments (Requires User to be In-Person Authenticated) 
6. View your wellness reminders (Requires User to be In-Person Authenticated) 

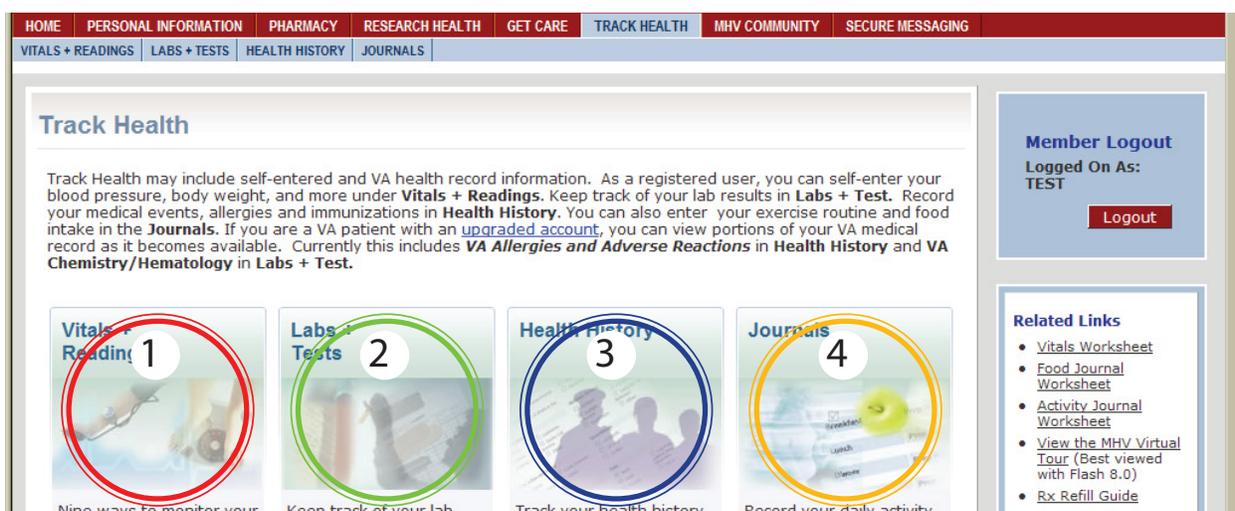


The screenshot shows the 'Get Care' section of the My HealtheVet website. The navigation bar at the top includes links for HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE (highlighted with a purple circle and the number 5), TRACK HEALTH (highlighted with a grey circle and the number 6), MY VA COMMUNITY, and SECURE MESSAGING. Below the navigation bar, the 'Get Care' section is titled and contains a description: 'The Get Care section of My HealtheVet is designed as a place for you to organize your health care related information so it is handy when you need it. Also, find the nearest VA medical center using the VA Facility Locator. Get Care is a convenient location to keep track of your health care providers, your treatment locations and your health insurance information. My HealtheVet makes it easy to get organized with your health information. Get started today!'. Below this description are four main tiles, each with a numbered callout circle: 1. 'Care Givers' (red circle), 2. 'Treatment Facilities' (green circle), 3. 'My Coverage' (blue circle), and 4. 'Health Calendar' (yellow circle). Each tile has a brief description and a 'More >' link. To the right of the main content is a 'Member Logout' section with the text 'Logged On As: TEST' and a 'Logout' button. Below that is a 'Related Links' section with several links, including 'Five things you should know BEFORE you go to the doctor' (369 KB), 'Helpful Health Links', 'Nutritional Information from the VA Canteen Service', 'Healthier US Veterans', and 'VA Multiple Sclerosis Center of Excellence'. A 'Health Calendar' tooltip is visible over the Health Calendar tile.

## Under The Track Health Tab:

Track Health may include self-entered and VA health record information. As a registered user, you can self-enter your blood pressure, body weight, and more under **Vitals + Readings**. Keep track of your lab results in **Labs + Test**. Record your medical events, allergies and immunizations in **Health History**. You can also enter your exercise routine and food intake in the **Journals**. If you are a VA patient with an upgraded account, you can view portions of your VA medical record as it becomes available. Currently this includes VA Allergies and Adverse Reactions in **Health History** and **VA Chemistry/Hematology** in **Labs + Test**.

1. Vitals and Readings - Record and monitor your vital signs. Maintain and manage your personal readings such as blood pressure, pulse, weight and blood sugar level 
2. Labs and Tests - View your VA chemistry and hematology results (Requires User to be In-Person Authenticated), and self enter any additional tests 
3. Health History – Keep track of your health history 
4. Journals- record your daily activity and food intake 



**Track Health**

Track Health may include self-entered and VA health record information. As a registered user, you can self-enter your blood pressure, body weight, and more under **Vitals + Readings**. Keep track of your lab results in **Labs + Test**. Record your medical events, allergies and immunizations in **Health History**. You can also enter your exercise routine and food intake in the **Journals**. If you are a VA patient with an [upgraded account](#), you can view portions of your VA medical record as it becomes available. Currently this includes **VA Allergies and Adverse Reactions** in **Health History** and **VA Chemistry/Hematology** in **Labs + Test**.

**Vitals + Readings 1**  
Nine ways to monitor your

**Labs + Tests 2**  
Keep track of your lab

**Health History 3**  
Track your health history.

**Journals 4**  
Record your daily activity

**Member Logout**  
Logged On As: TEST  
[Logout](#)

**Related Links**

- [Vitals Worksheet](#)
- [Food Journal Worksheet](#)
- [Activity Journal Worksheet](#)
- [View the MHV Virtual Tour](#) (Best viewed with Flash 8.0)
- [Rx Refill Guide](#)

## Under the MHV Community Tab:

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My HealtheVet (MHV) Community is where you can find all kinds of information about your veteran community. There are links to news and events, information on volunteering and VA benefits, and a special veteran tribute.

## Under the Secure Messaging Tab:

(Requires User to be In-Person Authenticated)

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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 using Secure Messaging, please be patient. It will take some time to roll out this feature at every clinic across the nation.

**Please note:** Secure Messaging is offered through primary care providers. You should continue to follow your normal methods to contact other clinics.

1. To use Secure Messaging you must first select the red Secure Messaging tab in the red tool bar then locate and select the orange "Open Secure Messaging" tab.
2. If it is your first time in this feature you will have to Opt-in and agree to the terms of agreement before you are able to use this feature.
3. After Opting-In you will have access to any of your Providers that are participating in the use of Secure Messaging.

**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 HealtheVet 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

**Member Logout**  
Logged On As: TEST  
Logout

**Secure Messaging**

Open Secure Messaging

## Using Secure Messaging

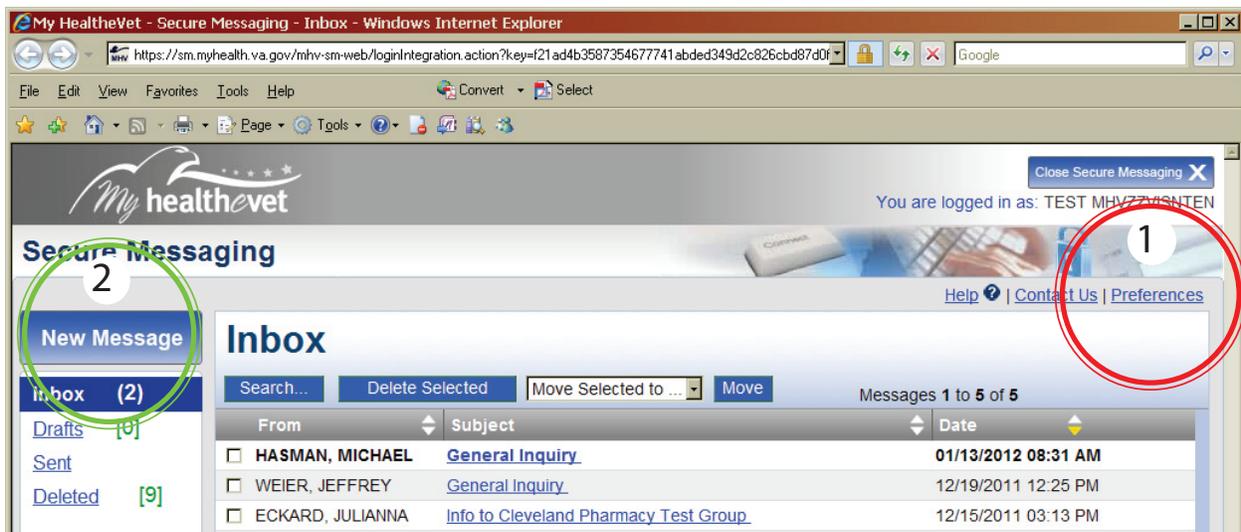
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**Please note:** Secure Messaging is offered through primary care providers. You should continue to follow your normal methods to contact other clinics.

### Please Note:

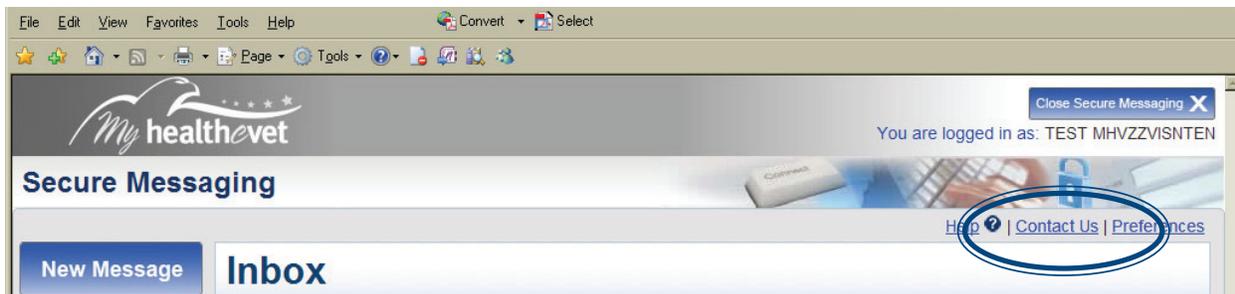
This messaging system should only be used for non-urgent, non-critical communication! Please direct any urgent or critical concerns to your provider's office via telephone or in-person.

1. a. If it is your first time in this feature please click on the **Preference** button and set your preferences. 
2. To create a new message, all you have to do is click the **New Message** button. 



From	Subject	Date
<input type="checkbox"/> HASMAN, MICHAEL	<a href="#">General Inquiry</a>	01/13/2012 08:31 AM
<input type="checkbox"/> WEIER, JEFFREY	<a href="#">General Inquiry</a>	12/19/2011 12:25 PM
<input type="checkbox"/> ECKARD, JULIANNA	<a href="#">Info to Cleveland Pharmacy Test Group</a>	12/15/2011 03:13 PM

3. If you have any question related to the Secure Messaging website please click on the **Contact Us** button and fill out the requested Information.



## Local Help with questions about your My HealthVet VA Personal Health Record

You may contact the My HealthVet Coordinator at your local VA facility for help with any questions, comments, concerns or My HealthVet account problems:

### **Chillicothe VA Medical Center:**

Call 740-773-1141 x6372

### **Cincinnati VA Medical Center**

Call (513) 487-6681

### **Cleveland VA Medical Center:**

Call (216) 421-3018 direct

or call the Medical Center at (216) 791-3800, extension, 3018.

Email [VHACleMyHealthVet@va.gov](mailto:VHACleMyHealthVet@va.gov)

### **Columbus Chalmers P. Wylie Ambulatory Care Center:**

Call 614-257-5444

### **Dayton VA Medical Center:**

Call (937)268-6511 ext: 1114

# **My HealtheVet: It's Quick, Easy, and It's for You!**

Video Transcription – Full Video

(time: 9:23)

## **FEMALE NARRATOR:**

**As a former member of our armed forces, you deserve the best health care anywhere.**

## **FEMALE NARRATOR:**

**That's why VA created My HealtheVet. A free online resource, available 24 hours a day, seven days a week to empower you to take charge of your health, so together we ensure you get the best care that you deserve.**

## **MALE NARRATOR:**

**From refilling VA prescriptions online, avoiding duplicate tests and procedures, making communication with your providers easier, improving overall safety, and providing you personalized VA wellness reminders, My HealtheVet a secure tool that works for you.**

## **MALE NARRATOR:**

**To sign up today, just visit [www-dot-my-health-dot-va-dot-gov](http://www-dot-my-health-dot-va-dot-gov). You'll then have access to features such as trusted medical libraries, information on VA medical centers nationwide, mental health resources and screening tools.**

**To get the most out of My HealtheVet, visit your nearest VA health care facility and complete an In Person Authentication form.**

## **FEMALE NARRATOR:**

**My HealtheVet is a secure online home for your personal health records. Your privacy is our priority, so rest assured your information is safe.**

## **THERESA HANCOCK:**

**Our mission is to take care of all of our Veterans. Authentication process is to protect the Veteran. It is our first and foremost obligation to our Veterans, privacy and security.**

## **FEMALE NARRATOR:**

**In a matter of minutes, registrants can create a Personal Health Record and have easy access to a variety of medical resources.**

**When you appear in person to complete this one-time upgrade, you can then access enhanced features such as refilling your VA prescriptions online**

**by name and receive scheduled electronic VA Wellness Reminders.**

**This means better access to care, a better understanding of your health, clear and efficient communication between you and your provider, and greater patient satisfaction.**

**WILLIAM T. MAYNARD:**

The day I enlisted into My HealtheVet, I went right down and signed my IPA. I think without the IPA you lose a lot of critical information that could be a benefit to you. It puts you in control of your own health.

**MALE NARRATOR:**

**By simply visiting My HealtheVet online, you can have critical medical resources and information at your fingertips, 24 hours a day, seven days a week.**

**MARGO ELLIS:**

I absolutely love My HealtheVet. In addition to working full time now I also go to school in the evenings so you can imagine I don't have a lot of time. With My HealtheVet I can reorder my prescription medications online, which saves me a great deal of time from having to go into the VA Medical Center. Additionally it helps me to stay fit and healthy with the online journals, for tracking my eating as well as my activities, physical activities. So for me it's an absolute necessity to life.

**FEMALE NARRATOR:**

**On My HealtheVet, you can enter and track your medical records, store your emergency contact information, and print a wallet card that contains your critical information.**

**You can also take important prevention and wellness steps like tracking your weight, blood pressure, cholesterol levels, and more.**

**DR. NEIL EVANS:**

For a patient, their encounter with their primary care provider is just one small piece of the puzzle. Illness or wellness continues on well after that visit, and having tools in the home available to continue management and learning about their health conditions is really important.

**JACKIE GANNUSCIO, RN:**

I think that My HealtheVet allows for better communication between the veteran and his or her provider.

**MALE NARRATOR:**

**My HealtheVet stores and allows you to track and manage your personal, family, and military health history, your insurance information and your allergy and immunization records.**

**You can also enter diagnostic test results for easy personal and physician access. This will help you avoid duplicating these procedures when it's not necessary.**

**CYNTHIA PRUSCHKI:**

You as a patient or a Veteran, should be proactive in your own health care, because you know the doctor is not going to be with you 24/7. It's a two way street, you know so by giving information on both sides, they can put the package together.

**FEMALE NARRATOR:**

**With the tools offered on My HealtheVet you have prevention and wellness information right at your fingertips.**

**STEVE FYFE:**

Well I got off active duty a couple months ago. To be on active duty as most of us know you've got your team leader and your squad leader that's making you do the workouts and making sure you get the right food and staying in shape. Now that I do that by myself it is good to have My HealtheVet to track what I'm doing, track my exercise, my eating habits. It definitely helps the accessibility of getting care. The younger Veterans who are more apt to using the computer and who don't necessarily like to come to places to get our services. So to be able to do everything right on the website, also gets us involved in the VA and it gets us our care that we're asking for in a much more convenient way.

**FEMALE NARRATOR:**

**So why should you sign up for a My HealtheVet account? Because it's easy, free and completely secure. With My HealtheVet, you can access VA health and benefits information that you deserve.**

**JACK MACFADDEN:**

Well I must say that's an outstanding site and being a computer person only recently I found it most invaluable to get my health records on the internet, on a website.

**PHILIP L. BUCHANAN:**

I think it's a wonderful idea. Mainly because you can save a lot of time by using

it.

**BERNARD GIBSON:**

You can go in and you don't have to be standing in line. Once you get your code and know how to operate that computer, I think it works better.

**JACK MACFADDEN:**

And it really is a wonderful program. And I highly recommend it to any Veteran, get your records on there so that when you can be anywhere literally in the world the doctor will be able to access your records and give you the best treatment. And the nice thing, down at the VAMC, they will give you instructions and help you learn to use it.

**FEMALE NARRATOR:**

**To begin using My HealtheVet today, first register online.**

**To receive the full benefits offered, get an upgraded account during your next visit at your local VA medical center or clinic.**

**It only takes a few minutes to authenticate before you are up and running. And while you're there, be sure to ask any questions you might have.**

**By personally appearing to upgrade your account, you also gain access to your DoD benefits information through My HealtheVet by using a single username and password. Remember, it is important to safeguard and protect your password and user id.**

**JULIUS ALLEN:**

We want the Veteran to have an ease of experience and use with this tool. The whole intent is to provide an environment where a Veteran can maintain his health in a rich environment with the simplest of tools.

**MALE NARRATOR:**

**If you don't have access to a computer, you can complete the entire process at your local VA medical center or clinic.**

**My HealtheVet is a convenient and secure way for you to take control of your health care and access VA benefits and information. To learn more and sign up, visit [www-dot-my-health-dot-va-dot-gov](http://www-dot-my-health-dot-va-dot-gov). Then go to your local VA facility and complete the in-person identity proofing or IPA process.**

**DR. NEIL EVANS:**

I encourage all my patients to do two things, number one register, if you haven't registered and number two get In-Person Authenticated right here at the

medical center. Absolutely, In-Person Authentication is the way to go.

**ROBERT A. PETZEL, M.D.:**

The men and women of the Department of Veterans Affairs are committed to ensuring that VA's Personal Health Record is a secure and confidential way to store and access your personal health information. My HealtheVet is a powerful tool to enhance your overall health and well being. The power to use My HealtheVet is now in your hands. We urge you to log on, get an upgraded account with In-Person Authentication and access trusted, safe and secure VA information for all three of our administrations; The Veterans Health Administration, the Veterans Benefits Administration and the National Cemetery Administration. On behalf of the U.S. Department of Veterans Affairs and all VA health care facilities I want to thank you for watching this video and thank you for your service. I wish good luck and good health.

**FEMALE NARRATOR:**

**My HealtheVet. It's quick, easy, and it's for you!**



Department of Veterans Affairs

**INDIVIDUALS' REQUEST FOR A COPY OF THEIR OWN  
HEALTH INFORMATION**

**PRIVACY ACT AND PAPERWORK REDUCTION ACT INFORMATION**

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Act. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who must complete this form will average 2 minutes. This includes the time it will take to read the instructions, gather the necessary facts and fill out the form. The purpose of this form is to provide an individual the means to make a written request for a copy of their information maintained by the Department of Veterans Affairs (VA) in accordance with 38 CFR 1.577.

The information on this form is requested under Title 38, U.S.C. 501. Your disclosure of the information requested on this form is voluntary. However, if the information including Social Security Number (SSN) (the SSN will be used to locate records for release) is not furnished completely and accurately, VA will be unable to comply with the request. Failure to furnish the information will not have any affect on any other benefits to which you may be entitled.

VETERAN'S LAST NAME- FIRST NAME- MIDDLE INTIAL	SOCIAL SECURITY NO.	DATE OF BIRTH
<input type="text"/>	<input type="text"/>	<input type="text"/>

**DESCRIPTION OF INFORMATION REQUESTED**

Check applicable box(es) and state the extent or nature of information to be copied/printed, giving the dates or approximate dates covered by each

FACILITY WHERE TREATED:	DATES OF TREATMENT:
<input type="text"/>	<input type="text"/>

- COPY OF HOSPITAL SUMMARY     COPY OF OUTPATIENT TREATMENT NOTE(S)     OTHER (Specify)

All available electronic personal health records.

**COPY OF HEALTH INFORMATION IS TO BE DELIVERED TO THE INDIVIDUAL**

<input checked="" type="checkbox"/> IN-PERSON	<input type="checkbox"/> BY MAIL, TO ADDRESS BELOW (include City, State & ZIP)	PHONE NO.	<input type="text"/>
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Access to all available electronic personal health information via My HealtheVet (MHV) account.

All prerequisites for In-Person Authentication have been satisfied, including MHV training.

PATIENT SIGNATURE	DATE (mm/dd/yyyy)
<input type="text"/>	<input type="text"/>

**NOTE:** If signed by someone other than the patient, indicate the authority (e.g., guardianship or power of attorney) under which request is made.



## Tips and Tricks for Registration

Register with My HealtheVet at [www.myhealth.va.gov](http://www.myhealth.va.gov)

**\*Indicates required field – Do not skip over a field with a red asterisk\***

1. **Identification** –VA patients enter your information EXACTLY as it appears on your VA ID card or health record with middle name or initial.
2. **Relationship to the VA** –select “**VA Patient**” if you are a patient in order for My HealtheVet to match your account with your VA medical record.
3. **Account Information** -- User ID and Password cannot be the same
  - a. Create a User ID that contains no spaces; is unique; must be 6 – 12 characters
  - b. Create a Password that contains no spaces; is unique; must be 8-12 characters and have at least one letter, one number and one special character (e.g. !, #, %)
4. Click on Terms & Conditions and Privacy Policy links, read them and click on each **Accept** button.
5. Click on the RED **Save** button only once at bottom of page. It may take several seconds to process.

### *Problems Registering?*

Contact a My HealtheVet coordinator listed on the next page.

**BEFORE YOU UPGRADE**– Sign on to your My HealtheVet account. Select red “**PERSONAL INFORMATION**” tab at top of page, then the “**MY PROFILE**” tab. Make sure that your information matches your VA ID card or VA medical record **EXACTLY**:

• Name • Middle name or initial • SSN • Birth date • Gender

“**VA Patient**” must be checked. Accept Terms and Conditions and the Privacy Policy.

## **Upgrade Your Access—with In Person Authentication-IPA (Only VA Patients) View VA Appointments, Chemistry and Hematology lab results, send Secure Messages and more**

1. Select "In-Person Authentication" under "Quick Links" on website HOME page.
2. View the My HealtheVet video "It's Quick, Easy and it's for You" or read the transcript
3. Print a copy of the VA Release IPA Form. Or get an IPA form at your VA facility Primary Care, Release of Information office, Patient Education Center (PERC) or from the My HealtheVet coordinator (list below.)
4. Bring signed form and photo government ID card (VA ID card or Driver's license) to your VA facility and show an authorized staff member. Allow several days for processing.

Forgot User ID or Password? Select "**Forgot User ID?**" Or "**Forgot Password**" below the My HealtheVet Member Login. Answer only one security question for each such as "Town where you were born" (may be same answer.)

## **Enjoy Secure Messaging With your Health Care Team — "OPT IN" after In-Person Authentication (allow several days for authentication processing.)**

1. Sign in to your my HealtheVet account and click on the red 'SECURE MESSAGING' tab, at top right of web page. (If "SECURE MESSAGING" is not visible contact your facility My HealtheVet coordinator below.)
2. Agree to Terms and Conditions and select "Opt In to use Secure Messaging." IF your health care provider is already using Secure Messaging you will be able to create a new message.
3. Select "Preferences Link" on the right corner of screen and enter your email address under New Message Notification, and select how to be notified about new messages.

### **Contact your area My Healthevet Coordinator with questions:**

**Chillicothe VA** (740) 773-1141, ext. 6372

**Cincinnati VA** (513) 487-6681

**Cleveland VA** (216)421-3018

**Columbus VA** (614) 257-5444

**Dayton VA** (937) 268-6511, ext. 1114

**My HealtheVet National Help Desk** (877) 327-0022

