

VA**U.S. Department
of Veterans Affairs**

News Release

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Feb. 4, 2015**Online Prescription Tracker Gives Veterans 24/7 Online Access to Status***Recommendation Made by VA Employee, 2013 SAVE Award Winner*

Veterans can now track the status of most of their prescriptions online, thanks to an innovative idea by a Department of Veterans Affairs' (VA) employee. The new 24/7 service allows online tracking for most prescriptions mailed from the VA Mail Order Pharmacy.

The Prescription Tracker was recommended by VA employee Kenneth Siehr, a [winner](#) of the President's 2013 Securing Americans Value and Efficiency ([SAVE](#)) Award. Siehr's idea focused on the use of technology as a way to save money and improve the services VA provides to its patients.

"Our nation's Veterans deserve a first-class pharmacy and quality customer service as a part of the exceptional health care available from VA," said Siehr, the National Director for Consolidated Mail Outpatient Pharmacies. "It is an honor to be part of serving Veterans and to have been recognized for an idea that enhances our services to them."

More than 57,000 Veterans are currently using the service through [My HealtheVet](#), an online feature that allows Veterans to partner with their health care team. The number is expected to grow as VA starts to educate Veterans about the new feature. Later this month, the tracking feature will include images of the medication that dispensed. Over the next year, a secure messaging alert will be added so that Veterans know when a medication was placed in the mail.

"VA prescription refill online is an excellent example of how one employee looked at the process of VA prescription tracking through the eyes of our Veterans and came up with an idea that better serves Veterans," said Interim Under Secretary for Health, Carolyn M. Clancy. "This idea is both innovative and transformative, and it is certainly one, when put into action, improves customer service for America's Veterans."

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