

**VA**



U.S. Department  
of Veterans Affairs

# **Veteran User Guide**

## *Patient portal reference*

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# 1 Introduction

The purpose of this user guide is to familiarize Veterans with VA’s new My VA Health patient portal and to point out its important features. The My VA Health patient portal is being used at facilities with the federal electronic health record (EHR) system. Key features of My VA Health include the following:

- » View and cancel your VA health appointments
- » Refill and renew VA medications prescribed by your VA health care teams
- » Send secure messages to your VA health care teams
- » Access your current VA health records

This document contains images to help you navigate the different sections of My VA Health discussed in the text. There are also hyperlinks throughout that will take you to other webpages for additional information.

## 1.1 When to use My VA Health

When My VA Health becomes available for your site, you will use My VA Health, My HealtheVet and VA.gov to manage your health care.

**Table 1: My VA Health availability**

You will use My VA Health to:	You will continue to use My HealtheVet to:	You will continue to use VA.gov to:
<ul style="list-style-type: none"> <li>» View and cancel your VA health appointments.</li> <li>» Refill and renew medications prescribed by your VA health care teams.</li> <li>» Send secure messages to your VA health care teams.</li> <li>» Access your current health care records.</li> <li>» Submit health record updates via patient questionnaires.</li> </ul>	<ul style="list-style-type: none"> <li>» Manage your health records and request prescription refills or renewals for your medications ordered by VA providers from other VA medical facilities that are not using the federal EHR. The prescriptions from VA medical facilities not using the EHR will not be transferred to My VA Health.</li> <li>» Access past secure messages sent through My HealtheVet to My VA Health.</li> </ul>	<ul style="list-style-type: none"> <li>» Access My VA Health and My HealtheVet.</li> <li>» Change your address on file with VA for your health care and other VA benefits.</li> <li>» Schedule, review and cancel appointments for VA health care facilities that have not yet transitioned to the federal EHR.</li> <li>» Apply for and manage other VA benefits.</li> </ul>

## 1.2 Logging in to My VA Health

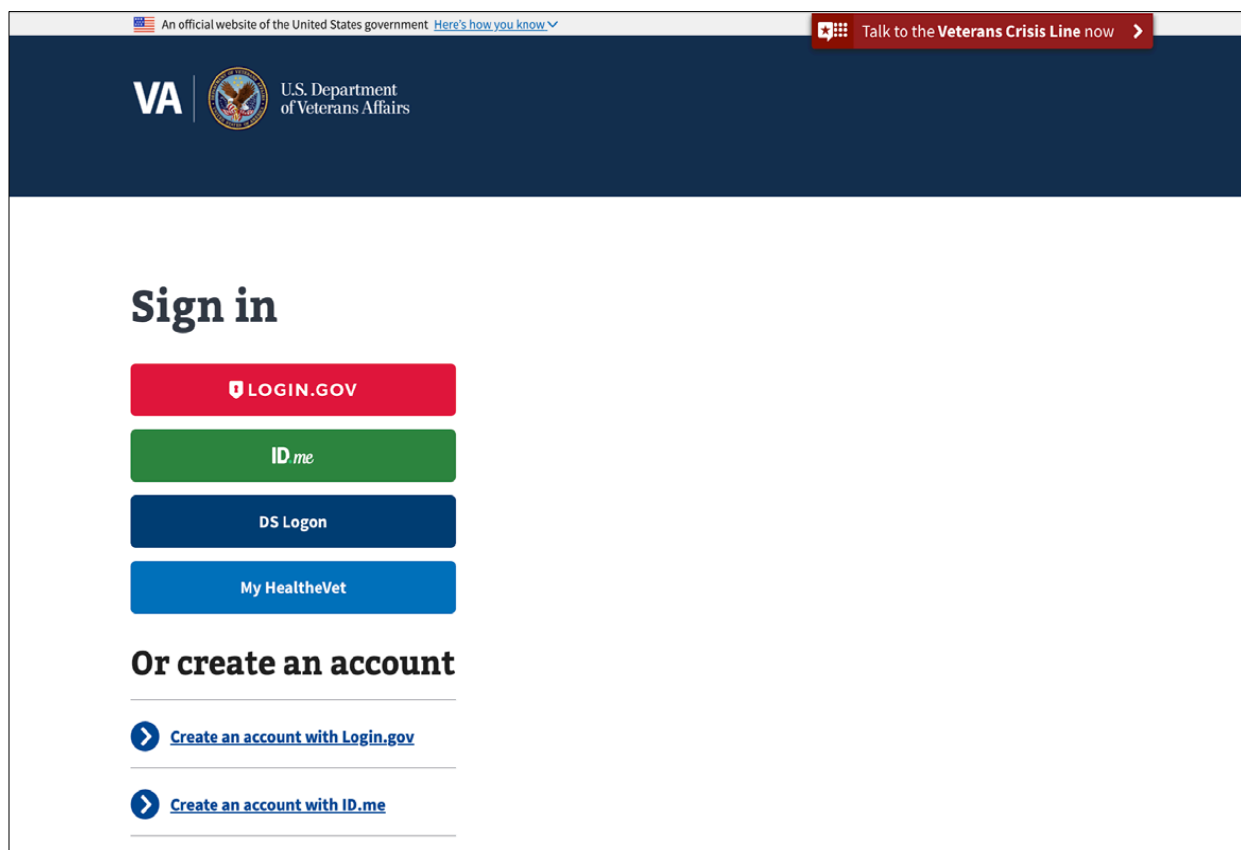
To access My VA Health, you can [directly log in to My VA Health](#), [log in from My HealtheVet](#) or [log in from VA.gov](#). Authenticate your identity using any of these login credentials you use today:

- » **Verified** Login.gov account
- » **Verified** ID.me account
- » **Premium** DS Logon account
- » **Premium** My HealtheVet account

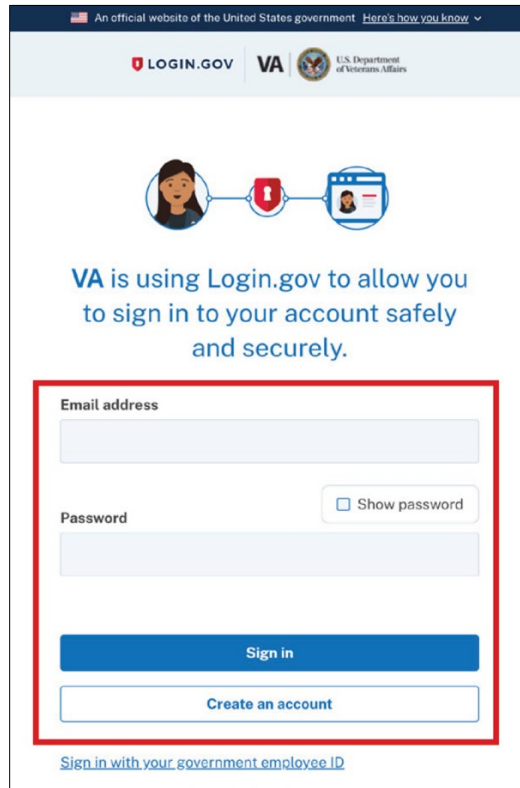
**Note:** If you have a Basic My HealtheVet account, follow this [step-by-step guide to upgrade your My HealtheVet account](#) at no cost.

You can also upgrade your My HealtheVet login credentials to **Premium** by visiting your VA medical center or a VA outpatient clinic. Please contact your local connected care coordinator if you have questions.

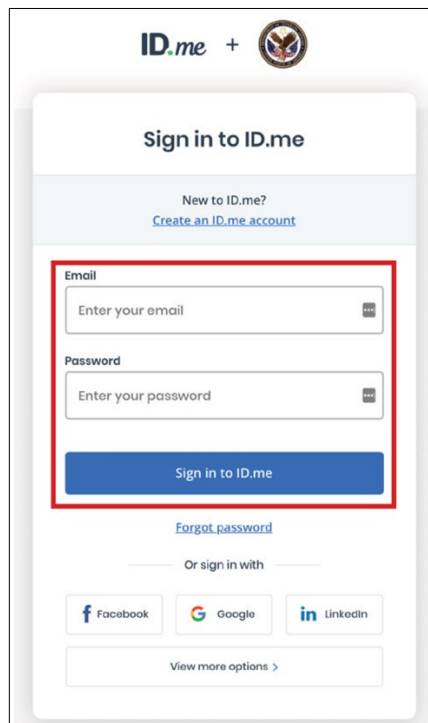
**Figure 1: Sign-in page for My VA Health screenshot**



**Figure 2: Login.gov sign-in page screenshot**



**Figure 3: ID.me sign-in page screenshot**



**Figure 4: DS Logon Premium log-in page screenshot**

DS Logon CAC

DS Logon

DS Logon Username

DS Logon Password

[Forgot Username?](#)

[Forgot Password?](#)

Login

[Need An Account?](#)

[Activate My Account](#)

[Upgrade To Premium Account](#)

[Change My Account](#)

**Figure 5: My HealtheVet Premium sign-in screenshot**

VA | My HealtheVet

Sign in to Manage Your Health Care

Sign In

My HealtheVet User ID

[Forgot User ID?](#)

My HealtheVet Password

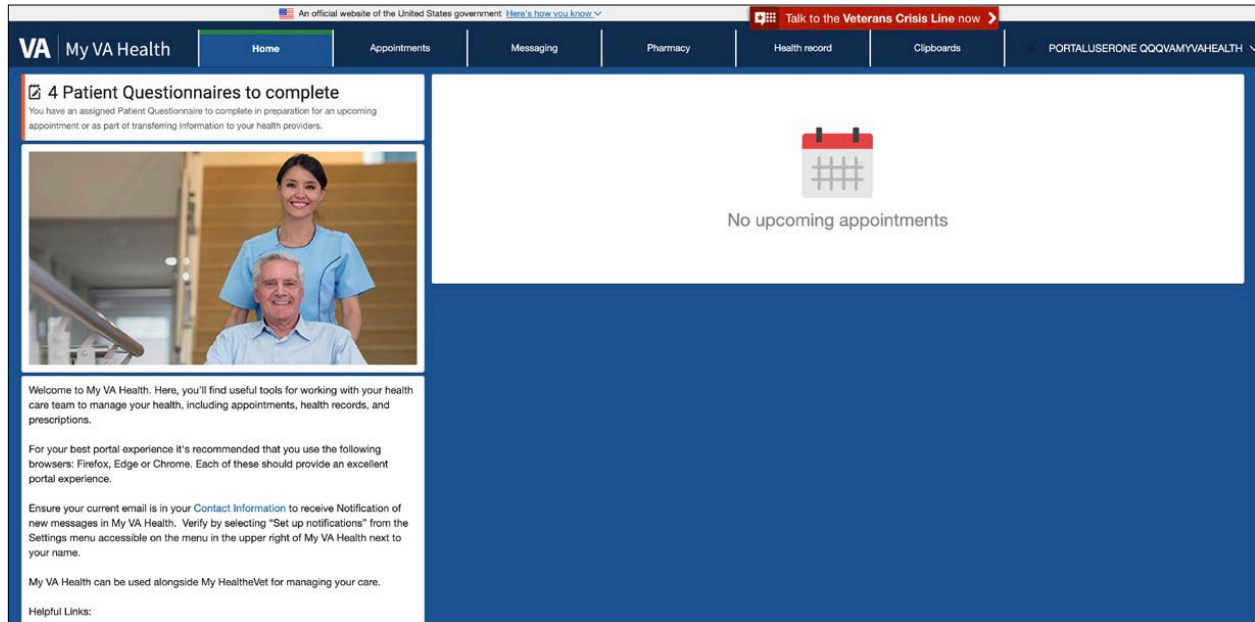
[Forgot Password?](#) [Show](#)

Sign in

## 1.3 Overview of the My VA Health patient portal

Once you log in to My VA Health, you will see your own personal dashboard. Your dashboard consists of six navigation options: **Home, Appointments, Messaging, Pharmacy, Health record and Clipboards.**

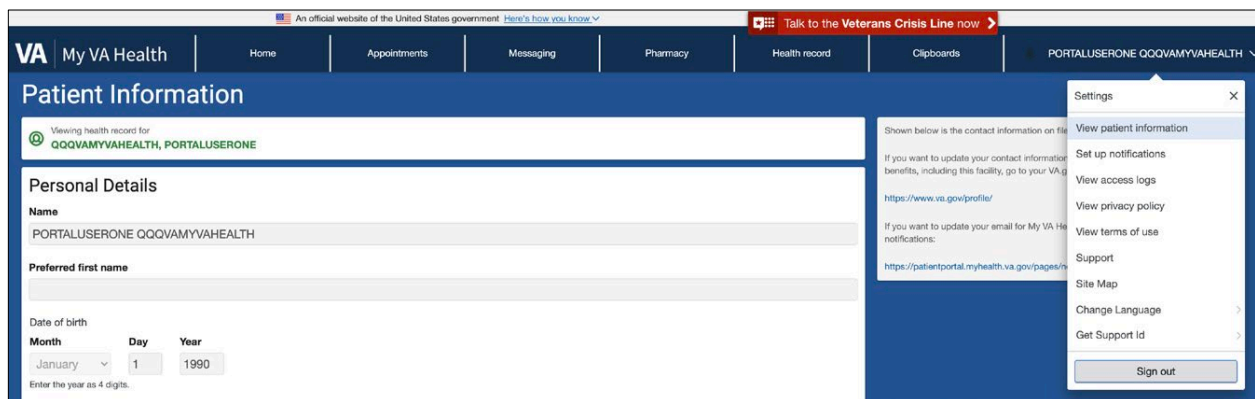
**Figure 6: My VA Health patient portal (Home) screenshot**



## 1.4 Accessing patient information

Select your name in the top-right corner to open the **Settings** menu. Select **View patient information** to view your personal details, including address, contact information, insurance information and a list of the medical providers you have an existing patient relationship with.

**Figure 7: Settings menu (View patient information) screenshot**

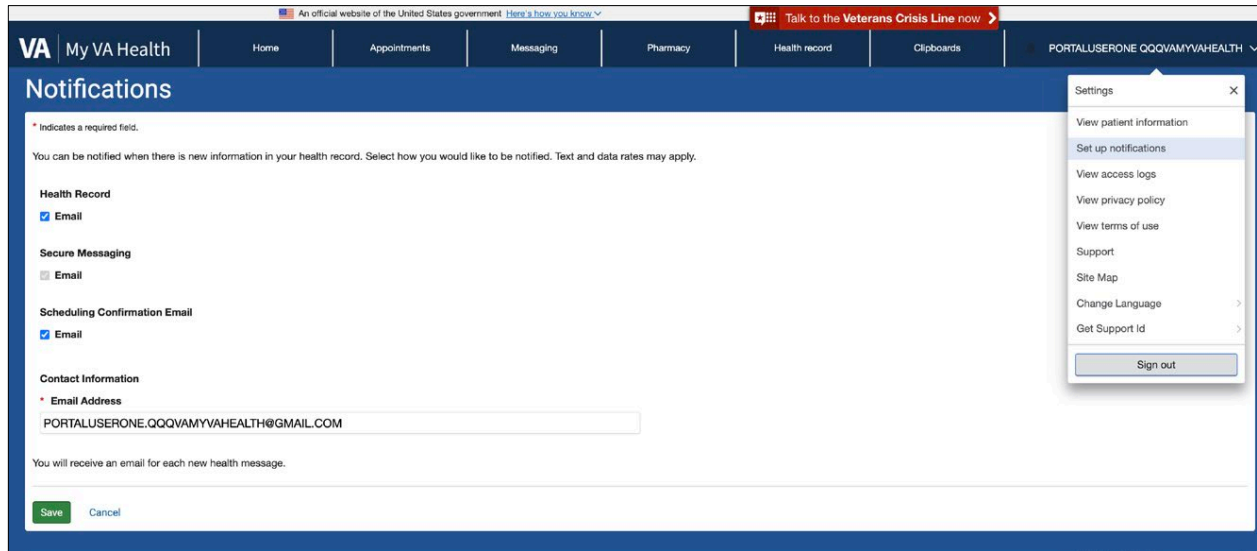




### 1.4.1 Updating notifications

In the **Settings** menu, select **Set up notifications** to make changes to your notifications settings and email address. Under **Email Address**, you can update the email address where you receive health record and messaging notifications. Enter your preferred email address and select **Save**. You can also choose to receive health record notifications by checking the corresponding box and selecting **Save**.

**Figure 8: Settings menu (Set up notifications) screenshot**



**Figure 9: Notifications screenshot**

**Notifications**

\* Indicates a required field.

You can be notified when there is new information in your health record. Select how you would like to be notified. Text and data rates may apply.

**Health Record**

Email

**Secure Messaging**

Email

**Scheduling Confirmation Email**

Email

**Contact Information**

\* Email Address

PORTALUSERONE.QQVAMYVAHEALTH@GMAIL.COM

You will receive an email for each new health message.

## 1.5 Accessing your health record in the dashboard

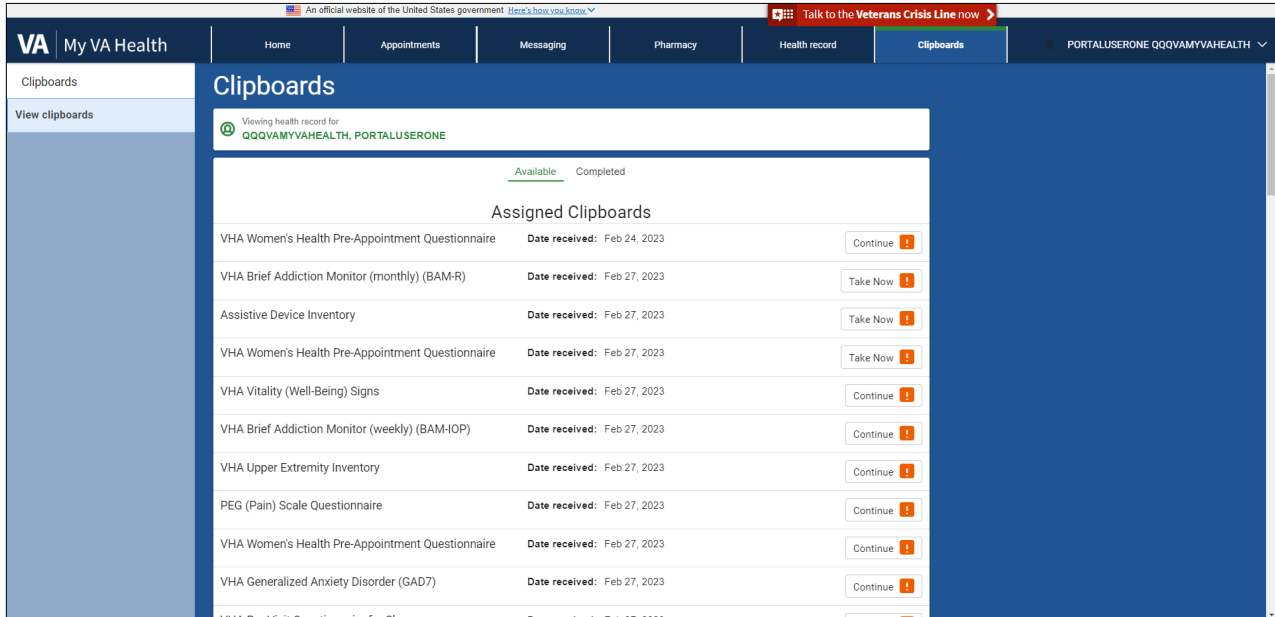
You can access your information 24 hours a day, 7 days a week. You can view profile data (example: height, weight, blood pressure and active health issues) from the last encounter where that information was collected. This information is pulled from your VA health record.

## 2 Accessing patient questionnaires and clipboards on the dashboard

Clipboards are the documents that you normally complete on paper when you visit your provider. You can now do this online in My VA Health by selecting the option under the **Clipboards** tab on your dashboard before, during or between your appointments. Clipboards are also called patient questionnaires.

Your My VA Health home page (dashboard) will display a reminder to complete any clipboards awaiting your action. You can view these by clicking the link, which will open the **Clipboards** page.

**Figure 10: My VA Health dashboard (Clipboards) screenshot**



**Note:** After you submit a clipboard, changes will not be reflected in your health record until they are accepted into your chart by your health care team.

The **Clipboards** page displays a list of all clipboards assigned to you, organized by either assigned or available clipboards. Select **Take Now** to open a clipboard’s **Overview** page. (If you have already started the clipboard, **Take Now** will instead read **Continue**.)

## 2.1 Veteran clipboard and clipboard reference table


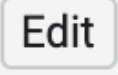

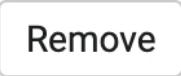


**Table 2: Clipboard reference table with selections and descriptions**

Selection	Description
	The <b>Take Now</b> button takes you to the clipboard’s <b>Overview</b> page. If you have already started the clipboard, the button will instead read <b>Continue</b> .
	The <b>Continue</b> button will allow you to resume answering questions in a clipboard that was previously started but not completed.
<u>Available</u>	Information under the <b>Available</b> menu shows you all available clipboards you have not yet completed and submitted.
<u>Completed</u>	Information under the <b>Completed</b> menu shows you all the clipboards you have submitted to your health care team. If no clipboards have been submitted, then a “None completed” message will display. <b>Note:</b> After you submit a clipboard, changes will not be reflected in your health record until they are accepted by your health care team.

**Table 3: Clipboard selections with descriptions and actions**

Selection	Description	Actions
<p><b>+ Add New Allergy</b></p>	<p>The <b>Allergies</b> section on the <b>Clipboards</b> page provides a list of all your current allergies and any documented reactions.</p>	<ul style="list-style-type: none"> <li>» Modify a current allergy by selecting <b>Edit</b>.</li> <li>» Add a new allergy by selecting <b>Add New Allergy</b>.</li> </ul>
<p><b>+ Add New Health Issue</b></p>	<p>The <b>Active Health Issues</b> section shows all active issues, as well as a record of past issues, in your health record and includes the onset date of the issue and your managing provider(s).</p>	<ul style="list-style-type: none"> <li>» Add a new health issue to your health record by selecting <b>Add New Health Issue</b>.</li> <li>» Modify a health issue by selecting <b>Edit</b>.</li> </ul>
<p><b>+ Add New Medication</b></p>	<p>The Medications section displays current (i.e., active) and comprehensive (i.e., historical) medications prescribed by VA facilities using the federal.</p>	<ul style="list-style-type: none"> <li>» Edit your medication details by selecting <b>Edit</b>.</li> <li>» Add medications not on this list (example: over-the counter medications), that are currently being taken by selecting <b>Add New Medication</b>.</li> <li>» Update the status of your medications by selecting the appropriate option under the <b>Status</b> column.</li> <li>» If you are taking all medications as prescribed, select the box at the top labeled <b>Check Here</b>.</li> </ul>
<p><b>+ Add New Procedure</b></p>	<p>The <b>Procedures and Surgeries</b> section displays all the procedures documented in your health record and the date of each procedure.</p>	<ul style="list-style-type: none"> <li>» Modify your health record by selecting <b>Edit</b>.</li> <li>» Add procedures and surgeries by selecting <b>Add New Procedure</b>.</li> </ul>
<p><b>+ Add New Immunization</b></p>	<p>The <b>Immunizations</b> section displays all the immunizations documented in your health record and the approximate date you received them.</p>	<ul style="list-style-type: none"> <li>» Modify your immunizations by selecting <b>Edit</b>.</li> <li>» Add new immunizations you have received by selecting <b>Add New Immunization</b>.</li> </ul>

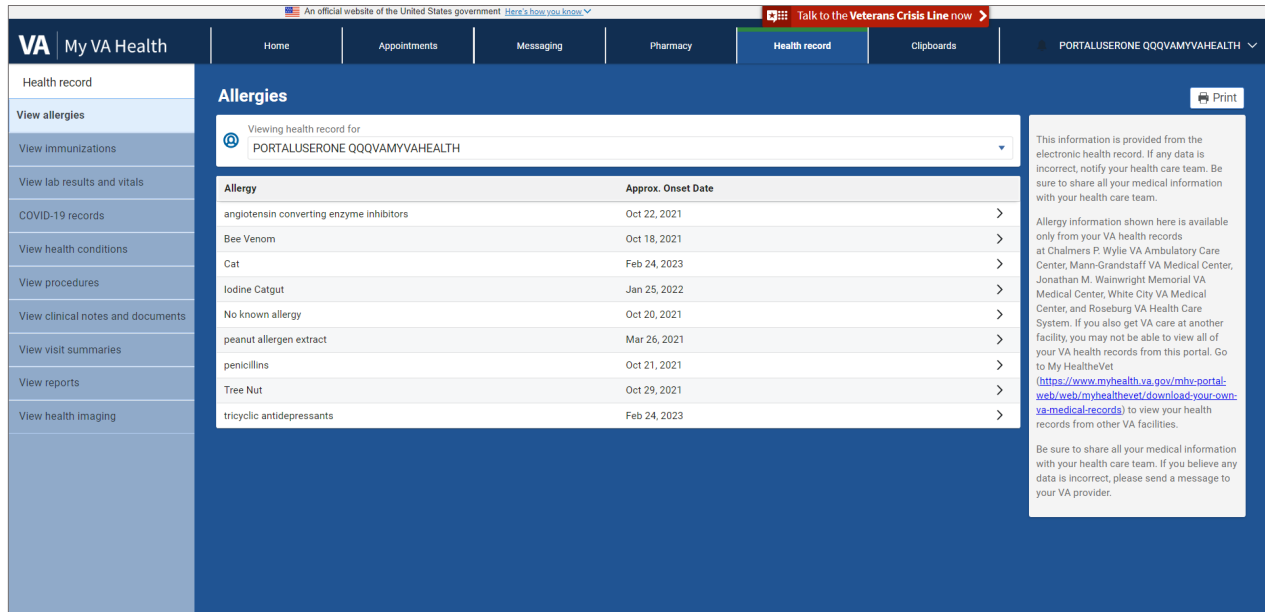
**Table 4: Clipboard reference table with selections and descriptions**

	Description
	<p>The <b>Add New Family Member</b> button allows you to add a new family member and their related health issues to the <b>Family History</b> section in your health record.</p>
	<p>The <b>Edit</b> button allows you to modify details in your clipboard. After you submit your clipboard, your health care team will accept the information into your health record.</p>
	<p>The <b>Trash Can</b> button allows you to request the removal of details in your health record via the clipboard.</p>
	<p>The <b>Remove</b> button allows you to request that information in your health record be deleted.</p>
	<p>The <b>Save</b> button allows you to save information in your clipboard.</p>
	<p>After you have completed all sections on the <b>Clipboards</b> page, the <b>Submit</b> page will display a list of the completed forms. Here, you can select a form to review your answers in each section or select the Edit button to revise your answers.</p> <p>When you are finished, select <b>Submit Answers</b> and you will receive a confirmation message on the <b>Overview</b> page. You cannot make additional changes to a clipboard after submitting it to your health care team.</p>

### 3 Health record

Selecting the **Health record** option from the dashboard will take you to your health profile, where you can access key information from your health record. The table below outlines how you can quickly access specific information in your record.


**Figure 11: My VA Health dashboard (Health record) screenshot**



#### 3.1 Health record reference table

**Table 5: Health record reference table with selections and descriptions**

Selection	Description
<b>View health profile</b>	The <b>View health profile</b> section shows your documented immunizations, health issues and allergies.
<b>Immunizations</b>	<b>Immunizations</b> provides a history of your immunizations with dates and descriptions.
<b>Current Allergies</b>	<b>Current Allergies</b> shows a list of all current allergies and any documented reactions.
<b>View lab results and vitals</b>	The <b>View lab results and vitals</b> section displays your lab results and clinical measurements.
<b>COVID-19 records</b>	The <b>COVID-19 records</b> section displays your specific COVID-19 immunizations and test results.
<b>View health conditions</b>	The <b>View health conditions</b> section shows the health conditions documented in your health record.

Selection	Description
<b>View procedures</b>	The <b>View procedures</b> section displays documented procedures and the date they occurred.
<b>View clinical documents</b>	The <b>View clinical documents</b> section allows you to view or download documents and education materials; view clinical notes; and view, download or transmit visit summaries that are in your health record.
<a href="#">Learn more about this health condition</a> 	The <b>Learn more about this health condition</b> link shows more clinical details about the health information displayed using the <b>Veterans Health Library Search</b> . (The <b>Learn more about this</b> option will appear in other areas of My VA Health to provide more detail on the given topic.)

### 3.1.1 View lab results and vitals

This section allows you to view discrete lab results and measurements in your health record.

- » Reference ranges come directly from the lab that completed the test and are meant to be a guide on where your health care team would expect results for that test to fall.
- » Lab results processed by other health care organizations may not display in My VA Health.
- » In situations where your results are outside the lab reference range, results may display a “high” or “low” indicator next to them. This is meant to enhance your knowledge and understanding of the results.
- » You can also select a lab result to see its history and how it has trended over time.

### 3.1.2 View pathology reports

In the **View reports** section, you can view specific reports in your health record. In the drop-down menu for report type, select **Pathology** to access your pathology reports. If no reports are in your chart, “No information recorded” will display.

### 3.1.3 View radiology reports

The **Radiology** section provides access to your radiology results. Results can be viewed or downloaded. If no reports are in your chart, “No information recorded” will display.

### 3.1.4 View microbiology reports

The **Microbiology** section provides access to your microbiology results. Results can be viewed or downloaded. If no reports are in your chart, “No information found” will display.

### 3.1.5 View cardiology reports

The **Cardiology** section provides access to your cardiology results. Results can be viewed or downloaded. If no reports are in your chart, “No information found” will display.

## 3.2 View clinical documents

The **View clinical documents** menu shows clinical notes, visit summaries and documents. To navigate your clinical documents, use the sections on the left panel. Documents can be accessed via the interface or downloaded locally. Figure 12 shows an example of a document you may download or print for your records.

### 3.2.1 View visit summaries

The **View visit summaries** section in the **View clinical documents** tab allows you to view, download and transmit documents from encounters with your provider or health care team.

### 3.2.2 View documents

The **View documents** section in the **View clinical documents** tab shows documents your provider or health care team have saved to your health record, including discharge instructions, summaries, education content, text-based or scanned documents.

**Figure 12: Sample clinical document**

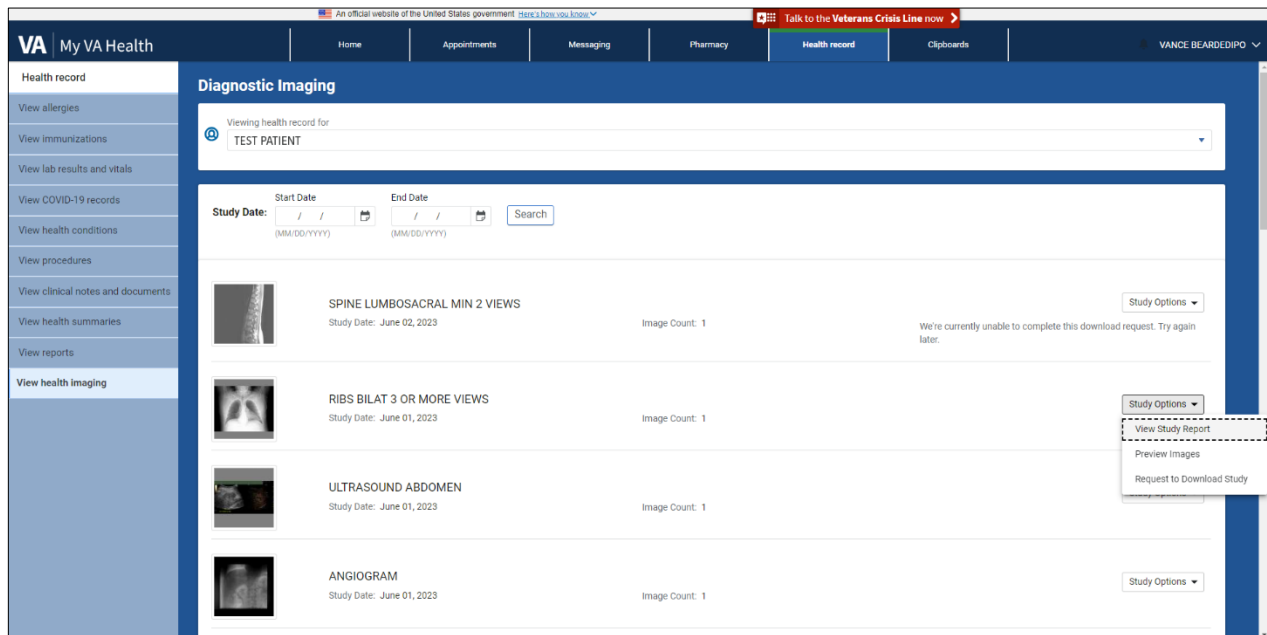
<b>Document info</b>			
Result type:	Rheumatology Outpatient Note		
Result date:	Nov 17, 2021, 05:48 p.m.		
Result status:	authenticated		
Performed by:	Mike Saou		
Verified by:	Mike Saou		
Modified by:	Mike Saou		
<hr/>			
<b>Rheumatology Outpatient Note</b>			
<hr/>			
<b>Patient:</b>	<b>QQQVAMYVAHEA LTH, PORTALUSERONE</b>	<b>DOB:</b>	<b>Jan 01, 1990</b>
<hr/>			
DISCHARGE DIAGNOSIS Normal			
<b>Rheumatology ROS</b> No qualifying data available.No qualifying data available.			



### 3.3 View health imaging and reports

The **View health imaging** menu allows you to view and download medical images and related reports. The downloadable Digital Imaging and Communications in Medicine (DICOM) images (also known as diagnostic images) can also be viewed via a DICOM Viewer and/or can be presented to your caregivers and non-VA health care providers.

**Figure 13: View health imaging screenshot**



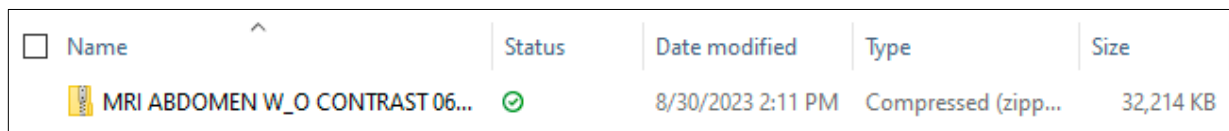
#### 3.3.1 Opening downloaded image .zip files

To protect your personal health information, do not open a .zip file when using a public computer. It will automatically save the information in the download folder of that computer and may be visible to other users.

You can identify .zip files by the zipper on the folder icon. The .zip file contains the following files:

- » DICOMDIR: A directory of your DICOM images
- » Series: A folder which contains your DICOM images based on image series

**Figure 14: .Zip folder screenshot**



Once you have downloaded the .zip file from the **View health imaging** menu, you can save it to your personal computer.

### 3.3.2 Optional: Available DICOM Viewers for viewing images

A DICOM Viewer is medical imaging technology that provides storage and convenient access to images from multiple types of equipment. It allows communication between various image sources and computer devices so that you can view, store and print medical images.

As an option to downloading your images, you can also search for a free DICOM Viewer online. There are multiple free DICOM Viewers available, so be sure to review the terms for each and select the best option for your needs.

**Note:** You are responsible for protecting your personal health information when you print or download it. Protect this information the same way you would protect your banking or credit card information.

## 4 Pharmacy

The Pharmacy tab on your dashboard displays your current (i.e., active) and comprehensive (i.e., historical) medications prescribed by VA facilities using the federal EHR. Note that you must continue to use My HealthVet to request online prescription refills or renewals for your medications that were ordered by VA providers from VA medical facilities that are not using the federal EHR. The prescriptions from VA medical facilities not using the federal EHR will not be transferred to My VA Health.

**Figure 15: My VA Health dashboard (Pharmacy tab)**

The screenshot displays the 'Pharmacy' tab of the My VA Health dashboard. The main content area is titled 'Current Medications' and shows a list of five medications with their respective refill and dispensing status. A sidebar on the left offers navigation options for 'View current medications' and 'View comprehensive medications'. A right sidebar contains a 'Coming Soon - Manage Prescription Refills in My VA Health' notice with instructions and contact information.

Medication	Refills Remaining	Dispensed Quantity	Last Refill Date	Refill Requested	Details
acetaZOLAMIDE 250 mg tablet	4	Pending	--	August 17, 2023	Details
warfarin (Golden State) 5 mg tablet	3	30	July 31, 2023	August 17, 2023	Details
Celexa 20 mg tablet	3	Pending	--	August 22, 2023	Details
aspirin 81 mg oral capsule	N/A	N/A	N/A		Details
Namenda 10 mg tablet	0	60	October 18, 2022		Refill Details

**Coming Soon - Manage Prescription Refills in My VA Health**

- You must use [My HealthVet](#) to get refills for prescriptions from a VA Medical Center that is not managed by My VA Health.
- My VA Health currently manages your prescriptions for Chalmers P. Wylie VA Ambulatory Care Center, Main-Grandstaff VA Medical Center, Jonathan M. Wainwright Memorial VA Medical Center, White City VA Medical Center, and Roseburg VA Health Care System.
- If a prescription is viewable in My VA Health but you are unable to request a refill, you may be required to use [My HealthVet](#) for that prescription or contact your VA health care provider.
- The 'Current Medications' and 'Comprehensive Medications' sections may not include all your VA prescriptions or documented medications.
- You can also request refills and renewals by calling the phone number on your prescription label, mailing in a refill slip or at your next appointment.
- If you have not received your refill medication and only have 10 days or less of medication, call your VA Pharmacy at the number on your prescription label.
- Always consult your pharmacy or health care provider for complete instructions and prescription information.

**Need support for My VA Health patient portal?**

- Call: [1 \(888\) 444-MYVA](#) or [1 \(888\) 444-6982](#)
- Or
- Chat online Mon - Fri 8am-5pm CST: [My VA](#)

## 4.1 Pharmacy reference table

**Table 6: Pharmacy reference table with selections, descriptions and actions**

Selection	Description	Actions
<p style="text-align: center;"><b>Pharmacy</b></p>	<p>The <b>Pharmacy</b> tab takes you to your current and comprehensive medications prescribed by VA facilities using the federal EHR. <b>See figure 14 on page 14.</b></p> <p><b>Note:</b> You must continue to use My HealtheVet to request online prescription refills or renewals for your medications that were ordered by VA providers from VA medical facilities that are not using the federal EHR.</p> <p>You can also request refills and renewals by calling the phone number on your prescription label, mailing in a refill slip or at your next appointment.</p>	<ul style="list-style-type: none"> <li>» On the <b>Pharmacy</b> tab under the <b>Medication Details</b> section, selecting <b>Refill</b> on a medication with zero refills remaining will trigger the prescription renewal request message template.</li> <li>» Here you can send a prescription renewal request to your provider and/or health care team.</li> <li>» In the prescription renewal message template, you can select the message recipient from the drop-down menu. The menu will only list providers that you have a direct relationship with and health care teams that you can message.</li> <li>» Additionally, you can type in the reason for renewal, quantity and any other comments.</li> <li>» After choosing how you should be contacted for follow-up, select <b>Send</b>.</li> <li>» When the request has been sent, a confirmation message will appear at the top of your screen.</li> <li>» Messages can be reviewed in the sent messages folder or by selecting the <b>Messaging tab</b>.</li> </ul>
<p><b>View comprehensive medications</b></p>	<p><b>View comprehensive medications</b> is a view-only section that displays all completed, expired and discontinued medications transferred to your health record.</p>	<p>This is a view-only section.</p>

Figure 16: View current medications (Pharmacy tab) screenshot

The screenshot shows the 'Pharmacy' tab in the My VA Health portal. The main heading is 'Current Medications'. A search bar shows the user's health record for 'PORTALUSERONE QQQVAMYVAHEALTH'. Below this, a list of medications is displayed in a table-like format. Each medication entry includes the name, refills remaining, dispensed quantity, and last refill date. A 'Details' button is available for each medication.

Medication Name	Refills Remaining	Dispensed Quantity	Last Refill Date	Action
loratadine 5 mg oral tablet, chewable	N/A	N/A	N/A	Details
atorvastatin	N/A	N/A	N/A	Details
amLODIPine 2.5 mg oral tablet	N/A	N/A	N/A	Details
loratadine 10 mg tablet	2	90	January 14, 2022	Refill Requested April 21, 2022 Details
pseudoephedrine 30 mg tablet	0	24	January 14, 2022	Refill Details

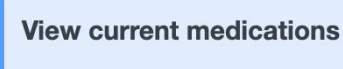



On the right side, there is a 'Coming Soon - Manage Prescription Refills at Mann-Grandstaff VA Medical Center' notice with several bullet points explaining the process and providing contact information for support.

Figure 17: Prescription renewal request (Refill button) screenshot

The screenshot shows the 'Prescription Renewal' form. At the top, it says 'Your provider needs to approve refills for this medication. Fill out this form to complete your request.' The form is for 'pseudoephedrine 30 mg tablet' and shows it was ordered by 'Dhingra (Cerner), Ashish, Cerner Dev' on 'Mar 14, 2022'. There are input fields for 'Reason for renewal' and 'Quantity'. Below these, there are radio buttons for 'How should we contact you if we have questions?' with options for 'By secure message' (selected) and 'By phone'. There is also an 'Additional comments' text area and a 'Send' button at the bottom left.

On the right side, there is a note: 'Do not use messaging for urgent matters. Normal turn-around time is one business day.'

**Table 7: Pharmacy reference table with selections, descriptions and actions**

Selection	Description	Actions
	<p>The <b>View current medications</b> section in the <b>Pharmacy</b> tab displays medications managed by My VA Health, community care prescriptions and documented home medications.</p>	<ul style="list-style-type: none"> <li>» You can request refills and renewals for medications managed by My VA Health.</li> <li>» The <b>Print</b> button in the upper right-hand corner will print the medications list.</li> </ul>
	<p>The <b>Details</b> button displays additional information about your medications, including directions for use, dosage, prescription number and provider.</p>	<p>Selecting <b>Medication Details</b> opens a pop-up window with additional information about the medication.</p>
<p><a href="#">Learn more about this medication</a> </p>	<p>The <b>Learn more about this medication</b> link directs you to the <b>Veterans Health Library</b> reference site. On this site, you can search for more information regarding your medication.</p>	<p>You can use the search window in the top-right of the <b>Veterans Health Library</b> to modify your search criteria when researching your medications.</p>
	<p>The <b>Refill</b> button enables you to request refills for qualifying medications. If there are zero refills remaining, this button triggers the prescription renewal request message template. <b>See figure 17 on page 19.</b></p> <p>You can also request refills and renewals by calling the phone number on your prescription label, mailing in a refill slip or at your next appointment.</p>	<ul style="list-style-type: none"> <li>» Selecting <b>Refill</b> will open the refill medication pop-up window. After reviewing the details, select <b>Refill</b>.</li> <li>» When the request is submitted, a “Refill successful” message displays indicating your request has been sent to the pharmacy.</li> <li>» The medication also shows the date of when the refill was requested.</li> </ul>

## 5 Messaging

The **Messaging** section of your dashboard allows you to connect with your provider and health care team. Messages are sent securely to ensure Health Insurance Portability and Accountability Act (HIPAA) compliance and to protect sensitive information.

**Figure 18: My VA Health dashboard (Messaging tab)**

The screenshot shows the 'My VA Health' dashboard with the 'Messaging' tab selected. The top navigation bar includes 'Home', 'Appointments', 'Messaging', 'Pharmacy', 'Health record', and 'Clipboards'. The 'Messaging' section is active, showing an 'Inbox' with a list of messages. The messages are sorted by date, with the most recent at the top. The messages include recommendations, test messages, and educational materials. A sidebar on the left provides options for 'View and send messages', 'View sent messages', and 'View trashed messages'. A right-hand panel provides information about the inbox and the portal's service locations.

Message Subject	Date
Recommendations	Sep 19, 2023
DANCKER, STACY, RN->DANCKER, STACY, RN, QQQVAMYVAHEALTH, PORTALUSERONE	
FW: Test message	Sep 18, 2023
VHA ROS Ask Connected Care Coordinator - Admin/Clinical->QQQVAMYVAHEALTH, PORTALUSERONE, Roseburg VA Resource Ask My VA Health Connected Care Coordinator	
RE: Education	Sep 16, 2023
Berding, Colleen->QQQVAMYVAHEALTH, PORTALUSERONE	
📎 RE: Education	Sep 15, 2023
Columbus Chalmers P. Wylie Veterans Outpatient Clinic Resource Ask Virtual Care Coordinator->QQQVAMYVAHEALTH, PORTALUSERONE	
FW: Test message	Sep 14, 2023
Roseburg VA Team Office of Community Care->QQQVAMYVAHEALTH, PORTALUSERONE	
📎 RE: test	Sep 13, 2023
Columbus Chalmers P. Wylie Veterans Outpatient Clinic Resource Ask Virtual Care Coordinator->QQQVAMYVAHEALTH, PORTALUSERONE	
Out of Office Re: RE: Testing Out of Office Reply 1	Sep 8, 2023
SIMPSON, SYLVIA L->QQQVAMYVAHEALTH, PORTALUSERONE	
Testing Out of Office Reply 1	Sep 8, 2023

## 5.1 Messaging reference table

**Table 8: Messaging reference table**

Selection	Description
<b>Messaging</b>	The <b>Messaging</b> tab takes you to all of your messages.
<b>New Message</b>	Select the <b>New Message</b> button to open a new message template. Messages sent from My VA Health and saved to your chart may be viewed by all clinicians that access your health record.
<b>View and send messages</b>	The <b>View and send messages</b> section allows you to view your inbox and send new messages.
<b>View sent messages</b>	The <b>View sent messages</b> section allows you to review messages sent to your provider or health care team. You can also see if a message has been reviewed or not.
<b>View trashed messages</b>	The <b>View trashed messages</b> section contains messages that have been removed from the Inbox. These messages can either be removed permanently or restored to the Inbox. This doesn't remove the message from your health record, just from viewing in your patient portal.
<b>Manage Folders</b>	The <b>Manage Folders</b> button allows you to create and delete folders to organize your messages.

## 5.2 Messaging

The **View and send messages** page in the **Messaging** tab shows updates or responses received from your health care team or provider. Selecting **New Message** will display a form where you can create and send a message to your health care team or provider.

Selecting **Manage Folders** will open another screen where you can add, edit and delete folders in your **Inbox**.

## 5.3 New message

You can search for your provider by typing their name or part of their name in the **To** field. Each search result will include the provider's first and last name, specialty, VA facility location and their affiliated health care team so you can make sure you are messaging the correct provider. In the drop-down field, you will see providers that you have an existing relationship with, along with health care teams that can be messaged. Messages sent to providers will be sent to a shared inbox (i.e., pool), and other members of your health care team may review and respond to your communication.

You can attach up to 25 MB of pictures or documents to your message. This includes the following file types:

» Images:

- .JPG, .JPEG, — JPEG/JIFF images
- .PNG — Portable (Public) Network Graphic images
- .BMP — Windows OS/2 Bitmap graphics
- .GIF — Graphic Interchange Format images
- .TIFF — Tagged Image File Format

» Documents:

- .PDF — Portable Document Format, Adobe Acrobat, Adobe Reader files
- .DOC, .DOCX — Documents, Microsoft Word documents
- .PPT, .PPTX, .PPS, .PPSX — Presentations, Microsoft PowerPoint presentations
- .ODT — OpenDocument Text files
- .XLS, .XLSX — Worksheets, Microsoft Excel worksheets
- .TXT — Text files
- .RTF — Rich Text Format files

» Videos:

- .MP4, .M4V — MPEG-4 videos
- .MOV — QuickTime movies
- .WMV — Windows Media Video movies
- .MPG — MPEG-1 videos

Select the **Send** button at the bottom of the page to deliver the message.

## 5.4 Manage folders

By selecting the **Manage Folders** button in the **View and send messages** section, you can add, edit or delete folders in your **Inbox**. To delete a message, select the **Trash** button to move it to the **Trash** folder.

## 5.5 Moving your messages

Selecting a message will open the message in another window. Here you can reply to the message, forward the message or move it to another folder using the **Move To** drop-down menu.

## 5.6 Replying to a message

Select the **Reply**, **Reply All** or **Forward** button to open a new message window. Note that messages will be sent to a shared inbox (i.e., pool), and all members of your health care team may review and respond to your communication.



Select the **Choose File** button to attach up to 25 MB of pictures or documents to the message, then select the **Send** button.

## 5.7 Sent messages

The **Sent Messages** section in the **Messaging** tab allows you to review messages you have sent. Messages will show the subject, recipient, date and time and an “Unopened” or “Reviewed” status. Once clinical staff have opened your message, you will see the status change from “Unopened” to “Reviewed.”

## 5.8 Trashed messages

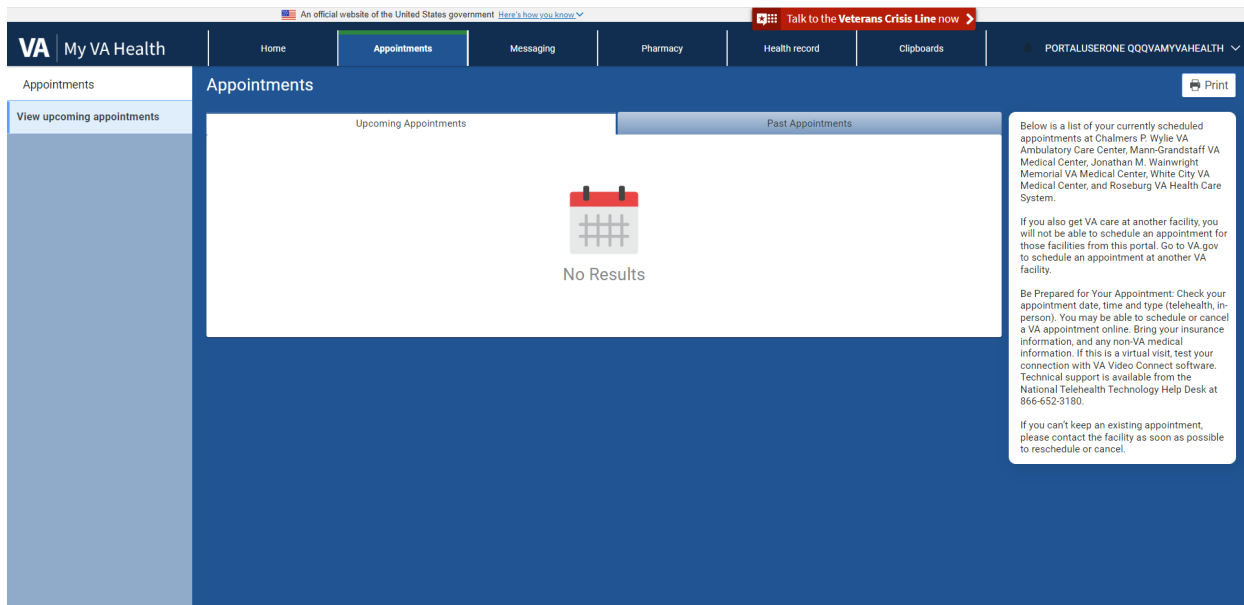
The **View Trashed Messages** section allows you to review messages that have been moved from the **Inbox** into the **Trash** folder. Messages can be removed permanently by selecting the **Delete** button or restored to the **Inbox** by selecting **Move to Inbox**.

**Note:** Messages deleted within My VA Health are not deleted from your health record.

## 6 Appointments

The **Appointments** tab in your dashboard allows you to access details about future and past appointments.

**Figure 19: My VA Health dashboard (Appointments tab) screenshot**



## 6.1 Appointments reference table

*Table 9: Appointments reference table with selections and descriptions*

Selection	Description
<b>Appointments</b>	The <b>Appointments</b> tab displays all of your past and upcoming appointments.
<b>View upcoming appointments</b>	The <b>View upcoming appointments</b> section displays all available appointment times for a specific provider.
<b>Past Appointments</b>	<b>Past Appointments</b> allows you to view your prior appointments with a VA facility that has transitioned to the federal EHR.
<b>View Details</b>	<b>View Details</b> allows you to view instructions from your health care team and information to prepare for your appointment.
<b>Cancel Appointment</b>	<b>Cancel Appointment</b> allows you to remove your appointment from the schedule, so long as it is within the cancellation window.

## 6.2 View upcoming appointments

The **View upcoming appointments** section allows you to view a list of future appointments that have been scheduled. You will see the date and time of the appointment as well as the location and the provider.

The **Schedule Appointment** button allows you to book an appointment through My VA Health. You can select the provider and appointment type and choose from times made available by site scheduling staff. Select **Print** to quickly print a list of your upcoming appointments. The **Options** drop-down menu lets you view more details for an appointment and cancel an appointment, if necessary.

## 6.3 View past appointments

The **Appointment Type** drop-down menu allows you to filter your past appointments by type (example: primary care, audiology).

## 6.4 Schedule a new appointment (coming soon)

To schedule a new appointment, select **Schedule Appointment**.

### *6.4.1 Schedule an appointment by provider*

To choose a **Provider** for your appointment, select **Scheduled by Provider**. This will allow you to review a list of providers under the **Provider** section. Then from the list of My Providers, choose the provider you want and select **Next** to continue.

#### ***6.4.1.1 Selecting an appointment type by provider***

To select an appointment type with a provider, select **View All Appointment**, to review within the drop-down menu a list of all appointment types available for the provider selected. Select **Next** to continue.

#### ***6.4.2 Schedule an appointment by type***

To choose an appointment type, select **View All Appointment**, to review a list a drop-down menu of all available appointment types. Choose the appointment type you want and select **Next** to continue.

##### ***6.4.2.1 Selecting an appointment type by location***

Choose the location name of where you would like to have your appointment. You may also search by location name and select **Apply** to filter the list. Choose **Select** for the desired location, and **Next** to continue.

##### ***6.4.2.2 Filtering appointment type by provider***

To choose a Provider for your appointment, review a drop-down list of providers under the **Provider Name** section, from your list of **My Providers**, choose the provider you want and select **Apply** to filter their availability.

#### ***6.4.3 Selecting an appointment time***

To select an appointment time with a provider, review and update the filters for **earliest date to latest date** sections and select **Apply**.

The appointment availability will update based on the filter chosen. Review and select the date and time that works best for your schedule and then select **Next** to continue.

#### ***6.4.4 Review and book appointment***

Provide information detailing why this appointment is needed (required). Provide additional comments regarding any specific needs or requests for your provider or health care team to consider prior to your appointment (optional).

Select **By Secure Message** or **By Phone** to indicate how your health care team should contact you if follow up is needed for this appointment (required).

You can also request that a confirmation email be sent with the appointment details (required). To book the appointment, select **Book Appointment**.

**Please note:** All required fields are marked with a red asterisk and must be complete before appointment can be booked.

## 6.5 Cancel an appointment

You can cancel an appointment from the appointment window (if online cancellation is available). Online cancellation may not be available at every VA facility. Select **Cancel Appointment** from the **Options** drop-down menu to open the **Confirm Appointment Cancellation** window and select a **Reason for Cancellation**. If you are unable to cancel an appointment online, please call your provider's office.

## 6.6 View upcoming video visit appointments

Select **View upcoming appointments** to view future appointments that have already been scheduled. Video visits will be identified in your appointment list by a video camera button.



## 6.7 Joining a video visit appointment

Selecting **Join Now** will launch the virtual medical room where you and your provider will meet.

The **Options** drop-down menu allows you to select between **View Details**, **Test Connection** and **Cancel Appointment**.

*Table 10: Options drop-down reference table with selections and descriptions*

Selection	Description
View Details	View Details allows you to view more instructions from your health care team to prepare for your appointment.
Test Connection	Test Connection allows you to conduct a test call from your computer or mobile device before your appointment.
View Details	Cancel Appointment allows you to remove your appointment from the schedule within the cancellation window.

## 6.8 Overview of VA Video Connect (VVC)

This option is if you want to use VA Video Connect on your computer or mobile device's web browser (example: Google Chrome, Microsoft Edge, Safari). VA Video Connect has a user-friendly design and allows you and your health care team to seamlessly connect in a secure environment.

**Note:** Some features may not be available in all browsers.

### **6.8.1 Optional: Conduct a test call**

To conduct a test call, visit the [VA Video Connect test site](#) from your computer or mobile device.

## 7 Getting started

### 7.1 Accessing your appointment

You can access the **Virtual Medical Room** through My VA Health or via a Telehealth Scheduling email that you will receive when your appointment is booked. You will receive an email from [video.appointment@va.gov](mailto:video.appointment@va.gov) or [VHATMPScheduling@va.gov](mailto:VHATMPScheduling@va.gov) with a link to join the **Virtual Medical Room**.

### 7.2 Enter your location for this appointment

A welcome screen will appear requesting your location for the video appointment. Supplying your location allows your provider to check if you have 911 service available should an emergency arise during the appointment.

**Figure 20: VA Video Connect Welcome screenshot**

Welcome to  
VA Video Connect (VVC)

Get Immediate Help >>

Conference you are joining:

Your Name (Required)  
Enter your name

I am a guest, not the patient for this appointment.

Your Location for this Video Appointment

Street Number: 123

Street Name: 57th Street

Additional Detail: Apt or Bldg Detail



City:

State:

Zip Code: 99999

Country: USA

By connecting I agree to using video telehealth for this appointment. ⓘ

SETTINGS CONNECT  

1. Enter your name in the **Your Name** field.
2. Enter your location information.
3. Enter the street number (example: 123) and name (example: 57th Street) and any additional details (example: Apartment 1B or Building 202) in the designated boxes.
4. Select **Connect** and proceed to making camera and microphone selections.

### 7.3 Making camera and microphone selections

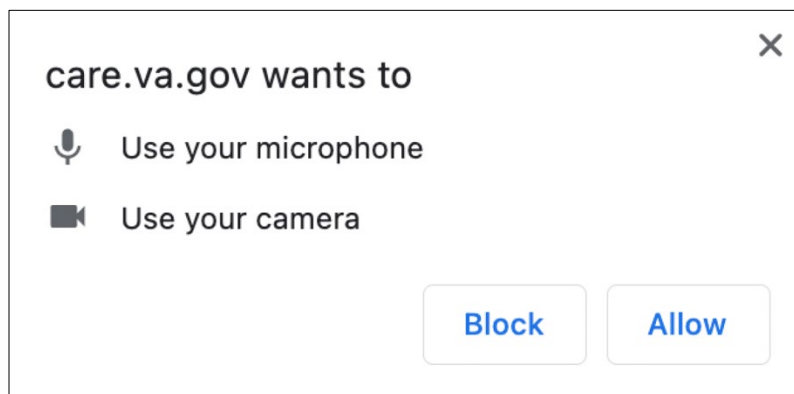
Select your microphone and camera using the drop-down menus. There is no need to adjust these settings since your device defaults to connecting with enabled audio and video.

### 7.4 Google Chrome and VA Video Connect (VVC)

If you are prompted by your web browser to allow a camera and/or microphone, select **Allow**. When you first access VA Video Connect, Google Chrome may require you to enable camera and microphone access.

You will be directed to VA Video Connect when using Google Chrome (the preferred browser), Microsoft Edge, Safari, Firefox, Opera or Brave.

**Figure 21: Requesting microphone and camera access alert**

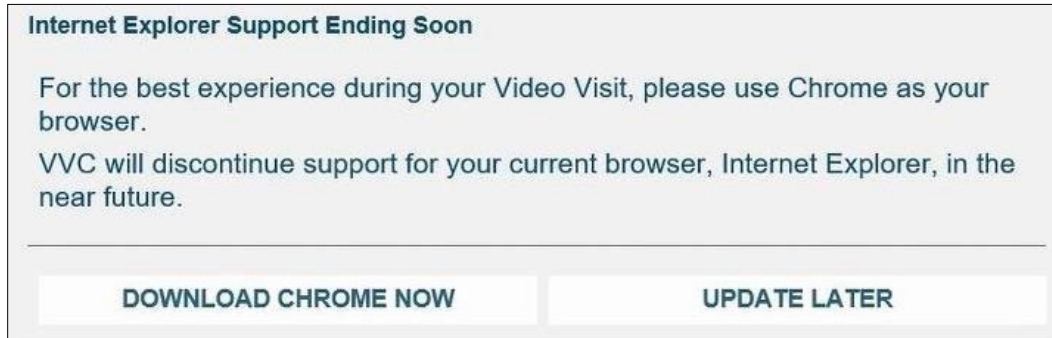


1. Select **START** to join your **Virtual Medical Room**. After joining, you may again be prompted to allow care.va.gov to access your camera and microphone. If prompted, select **Allow**.
2. Wait for your provider to join the appointment. Until your provider joins, a message will display at the top of the screen that reads "Your provider will join you shortly."
3. After your provider joins, the message will be replaced by a live video view. The **Participants** list on the left of the screen will display the names of all participants.

## 7.5 Internet Explorer

VA Video Connect no longer supports the Internet Explorer browser. If you attempt to access VA Video Connect via Internet Explorer, you will receive an alert instructing you to download Google Chrome.

**Figure 22: Internet Explorer redirect alert**



## 8 VA Video Connect features




VA Video Connect has the following features:







- » Chat with participants
- » Screen and file sharing

### 8.1 Navigating the button menu bar

VA Video Connect options can be accessed via a menu bar located at the bottom of the screen. The menu bar may disappear when not in use. Move your cursor over the video to restore the menu bar.

**Table 11: Button menu bar reference table with selections and descriptions**

Selection	Description
<b>Volume</b> 	Select the <b>Volume</b> button to adjust the video volume.
<b>Camera</b> 	Select the <b>Camera</b> button to stop/start your live video.
<b>Microphone</b> 	Select the <b>Microphone</b> button to mute or unmute your microphone.

Selection	Description
<b>Disconnect</b> 	Select the <b>Disconnect</b> button to end your video session.
<b>Share Screen</b> 	Select the <b>Share Screen</b> button to share your screen content with participants. This button is only available when using Google Chrome.
<b>File Share</b> 	Select the <b>File Share</b> button to share a file from your local device with participants.
<b>Float/Reset Video Window</b> 	Select the <b>Float/Reset Video Window</b> button to expand incoming video image. Select this button again to return the video image to normal.
<b>Help Desk Information</b> 	Select the <b>Help Desk Information</b> button to display video session information or view the end user license agreement.
<b>Raise/Lower Hand</b> 	Select the <b>Raise/Lower Hand</b> button to raise your hand. Clicking on the button again will lower your hand.

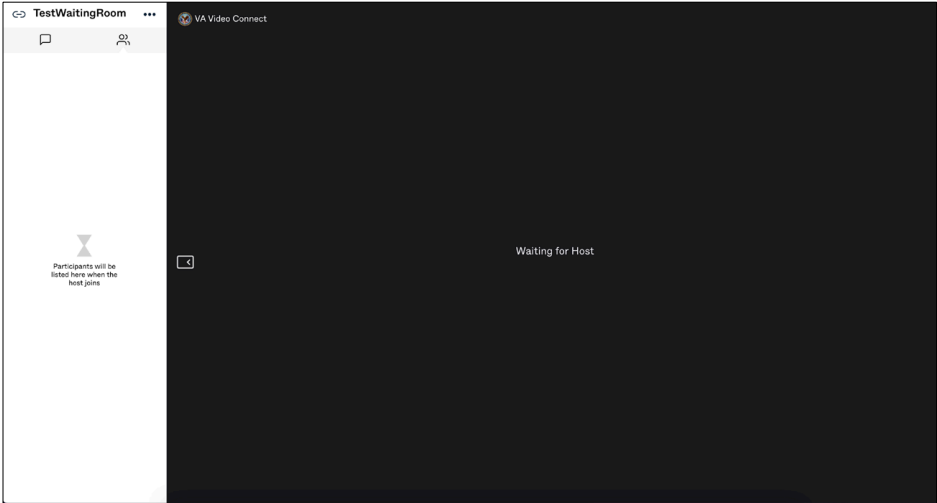
### 8.2 Chat with participants

You can use the chat box to send messages to other participants. If you do not see the chat box, select the **Chat box** tab at the top of the box to expand the chat area.

### 8.3 Screen and file sharing

The **Share Screen** button allows you to display images, documents, webpages or other content open on your device (example: a picture or document) without sharing the source files. The **File Share** button allows you to upload and share files with participants.

**Figure 23: Share Screen/File Share screenshot**





## 8.4 Adjust camera and microphone settings

Select **Settings** to adjust your microphone and camera options.

## 8.5 Ending your session

1. Select **Disconnect** to end the appointment session.
2. You will receive confirmation that you have been disconnected. You will be prompted to close your browser tab.

## 8.6 Support

To test if your device is compatible with VA Video Connect, visit the [VA Video Connect test site](#). Find more information on the [VA Video Connect app webpage](#).

### 8.6.1 Technical support

If you have trouble opening VA Video Connect or connecting with your provider for an appointment, or if you need assistance for any other reason, call the Office of Connected Care Help Desk at 866-651-3180 or 703-234-4483. Assistance is available 24 hours a day, seven days a week. For additional information and downloadable versions of the VA Video Connect User Guides for your personal devices, refer to the [Training Materials tab on the VA Video Connect app webpage](#).

## 9 Resources

Learn more about the [five reasons you should upgrade to a My HealtheVet Premium account](#).

Read more about [VA's Electronic Health Record Modernization \(EHRM\) program](#).

[Visit the VA department website](#).

[Sign in to My HealtheVet](#).

[Sign in to My VA Health](#).