



U.S. Department  
of Veterans Affairs

## Using My VA Health: A Quick Start Guide

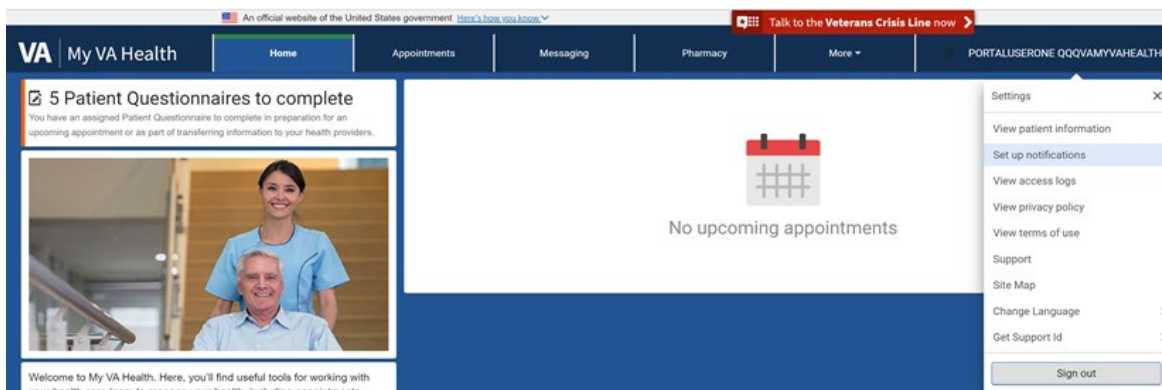
Last updated Feb. 5, 2024

On March 9, 2024, the Captain James A. Lovell Federal Health Care Center (Lovell FHCC) and its associated VA clinics will implement a new federal electronic health record (EHR) system. As part of this change, if you use My HealthVet to manage your care at Lovell FHCC, you will need to use a new online patient portal called My VA Health.

### Accessing the new patient portal

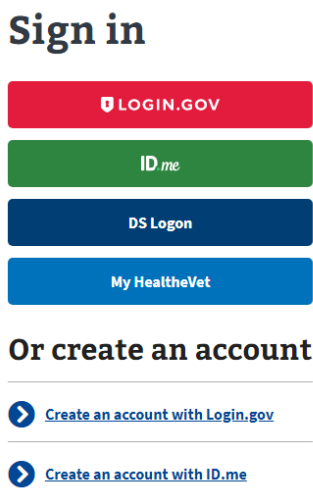
- » You must have a **Verified** Login.gov account, a **Verified** ID.me account, a **Premium** Department of Defense Self-Service Logon (DS) Logon account, or a **Premium** My HealthVet account, to access My VA Health. If you have a Basic My HealthVet account, follow this [step-by-step guide to learn how to upgrade your account to Premium](#) at no cost. Confirm your contact information on file is accurate.
- » [My VA Health](#) will use the email address on file to send you appointment reminders, message notifications and more.
  - The first time you sign in to My VA Health, you will be prompted to confirm your email address and to choose your notification preferences for your VA health record updates and new messages.
  - Updates to your notification email and preferences can be made by selecting “Set up notifications” from the “Settings” menu found in the upper-right corner of the My VA Health patient portal.

**Figure 1: Screenshot of settings menu in My VA Health patient portal**



## Get started on My VA Health

Figure 2: Screenshot of sign-in and account creation options for My VA Health



You can access the My VA Health patient portal several ways:

- » [Sign in to My VA Health](#) once live
- » [Sign in from VA.gov](#)
- » [Sign in from My HealtheVet](#)

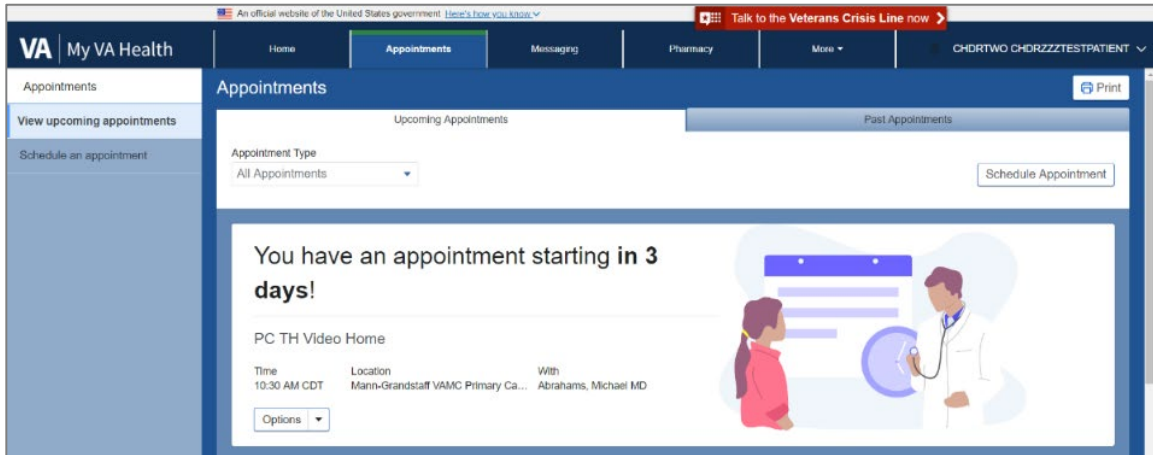
Use the same account credentials that you use today:

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

## Appointments

- » For managing your VA health appointments at Lovell FHCC and its associated VA clinics, you will use [My VA Health](#).
- » My VA Health will send appointment reminders to the email address entered in your notification preferences, so please make sure that information is current.
- » You can also still call Lovell FHCC if needed to schedule appointments at 847-688-1900 or 800-393-0865 (toll free).
- » For appointments at other VA health facilities: View your appointments using the [VA appointments tool](#) or on My HealtheVet.
- » As part of this transition, we request that if you use third-party insurance, bring your insurance card and a list of medications you are currently taking to your first appointment with your VA provider on or after March 9, 2024. Doing so will help us ensure we have the correct information on file for you.

**Figure 3: Screenshot of My VA Health Appointments tab with upcoming visit shown**

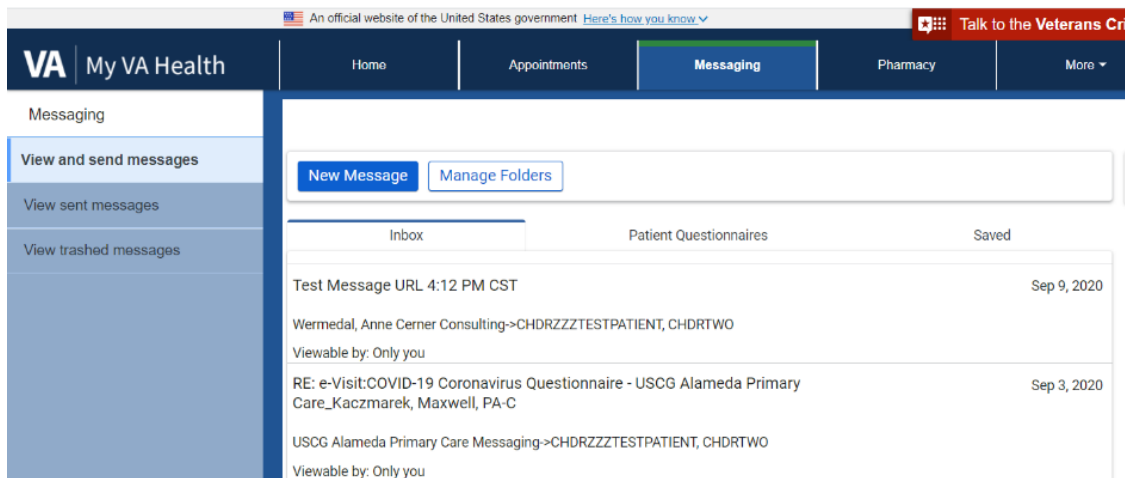


## Messages

To send and receive messages, select the “Messaging” tab in My VA Health. There are several options in this section.

- » To read a message from your health care team, select it to open.
- » Select the “New Message” button to create a new message to your VA health care team.
- » Select the “Manage Folders” button to create folders to organize your messages.

**Figure 4: Screenshot of My VA Health Messaging tab**



## VA prescriptions refills and renewals

### From Lovell FHCC:

- » To request online refills or renewals of prescriptions from Lovell FHCC and its associated VA clinics, you must use [My VA Health](#).
- » Select the “Pharmacy” tab at the top of My VA Health to view and manage your medications and to request medication refills and prescription renewals.
- » You can still request refills during an appointment, through mailing in a refill slip or by using the automated phone system. Call **224-610-3897** and follow the prompts to refill a prescription or speak to a representative.

### From all other VA facilities:

You must continue to use the My HealthVet patient portal to request online prescription refills or renewals for your medications ordered by VA providers from other VA medical facilities not using the federal EHR system. Prescriptions from VA medical facilities not using the federal EHR system will not be transferred to Lovell FHCC. You can still request refills during an appointment, through mailing in a refill slip or by using the automated phone system.

### Track delivery of your VA prescriptions:

- » **From Lovell FHCC and its associated VA clinics:**
  - Depending on when your medications shipped, they may appear in My VA Health or the existing portal, My HealthVet.
  - Tracking information can be found in the “Pharmacy” tab in My VA Health next to the name of your medication. Selecting the tracking number will open the shipper (USPS, UPS, FedEx, etc.) website for further tracking of your medication shipment.
  - For a short period after the new online patient portal, My VA Health, is implemented at Lovell FHCC, you may need to check both the My VA Health and My HealthVet patient portals to see your tracking information.
  - Please check My VA Health to track the delivery of your medications if you are experiencing one of the following:
    - You have not received a prescription notification in My HealthVet.
    - You do not see tracking information in My HealthVet.
    - Your VA prescription has a status of “Transferred” in My HealthVet.
- » **From all other VA facilities:**
  - Depending on when your medications shipped, they may appear in either My VA Health or My HealthVet.
  - If you have already received a notification, you can track the delivery of your VA prescriptions through My HealthVet.
  - Continue to use My HealthVet to track your VA prescriptions from other VA facilities.

**Figure 5: Screenshot of current medications list option on My VA Health Pharmacy tab view**

The screenshot displays the 'Current Medications' page for a user named Vance Beardedipo. The page is part of the My VA Health Pharmacy tab. It features a navigation bar at the top with options like Home, Appointments, Messaging, Pharmacy (selected), Health record, and Clipboards. A left sidebar contains 'Pharmacy' and options to 'View current medications' or 'View comprehensive medications'. The main content area lists four medications with their respective details:

Medication Name	Refills Remaining	Dispensed Quantity	Last Refill Date	Refill Requested	Actions
aspirin EC 325 mg tablet	2	60	March 8, 2022	March 10, 2022	Details
Aspirin Enteric Coated 325 mg oral delayed release tablet	--	Pending	--	--	Details
ondansetron 4 mg tablet	0	30	March 1, 2022	--	Refill, Details
multivitamin ophth areds2 w/lutein/zeax capsule	2	120	March 10, 2022	--	Refill, Details

An 'Important Information' box on the right side of the page states: 'The dose, frequency, and route information that is displayed below may have changed when your prescription was filled. Do not rely on the information below as instructions for taking the medication; always consult your pharmacy or health care provider for instructions and medication information.'

For more information, visit the [Lovell FHCC Electronic Health Record Modernization \(EHRM\) website](#) and check out the [My VA Health User Guide](#).