



U.S. Department
of Veterans Affairs

Using My VA Health: A Quick Start Guide

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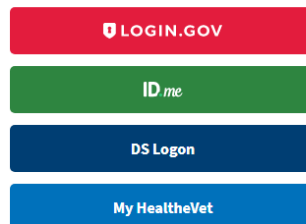
Now that your VA facility and its associated clinics have implemented the new Federal electronic health record (EHR) system, you will need to use the [My VA Health patient portal](#) to manage your care at any of these facilities and their associated clinics:

- » Mann-Grandstaff VA Medical Center (VAMC) in Spokane, Washington
- » Jonathan M. Wainwright Memorial VAMC in Walla Walla, Washington
- » VA Central Ohio Healthcare System in Columbus, Ohio
- » VA Southern Oregon Rehabilitation Center and Clinics in White City, Oregon
- » Roseburg VA Health Care System in Roseburg, Oregon
- » Captain James A. Lovell Federal Health Care Center in North Chicago, Illinois

Get started on My VA Health

Figure 1: Screenshot of sign-in and account creation options for My VA Health

Sign in



Or create an account

- [Create an account with Login.gov](#)
- [Create an account with ID.me](#)

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

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

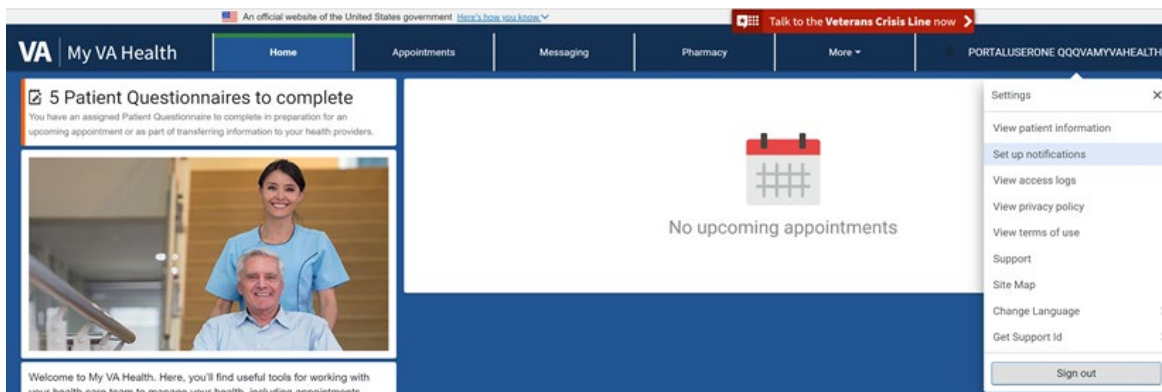
Use the same account credentials that you use today:

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

Accessing the new patient portal

- » If you have a Basic My HealtheVet 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 2: Screenshot of settings menu in My VA Health patient portal



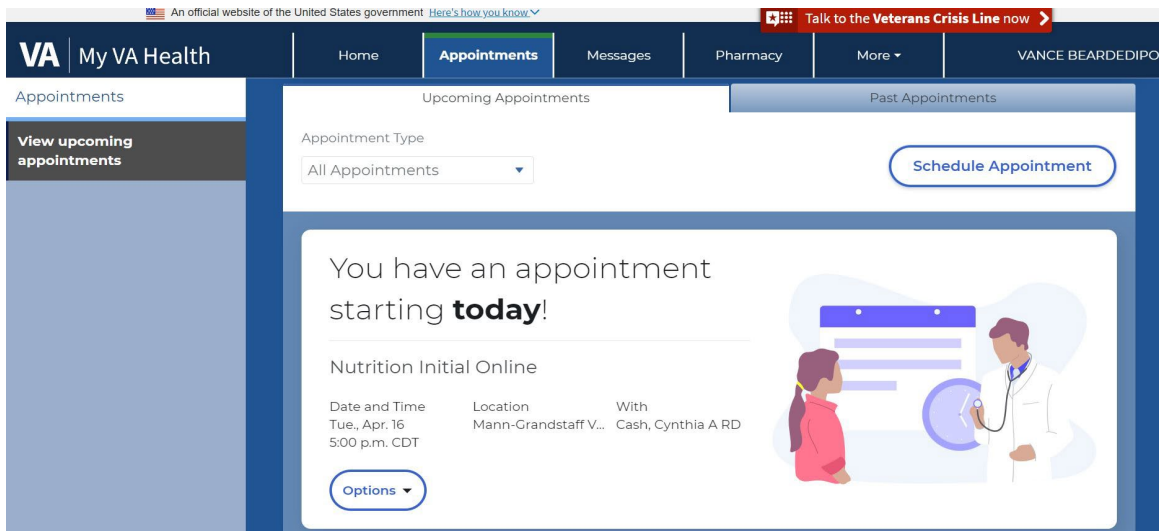
Managing appointments

- » To manage your appointments online at VA facilities using the Federal EHR, 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 your VA facility to schedule appointments, if needed.
- » For appointments at other VA health facilities not using the Federal EHR, manage your appointments online using My HealtheVet.
- » If you use third-party insurance, we recommend you bring your insurance card and a list of medications you are currently taking to your appointments with your VA provider.

Viewing appointments

- » Once you log in to My VA Health, click on the “Appointments” tab at the top of your dashboard. Here you can view details about past appointments and any upcoming appointments.
- » For your upcoming appointments, you can view the details by clicking on “Options” and selecting “View Details”. You will then be able to cancel or reschedule your appointment, add it to your calendar, or print the details.

Figure 3: Screenshot of Appointment dashboard with Schedule Appointment selection

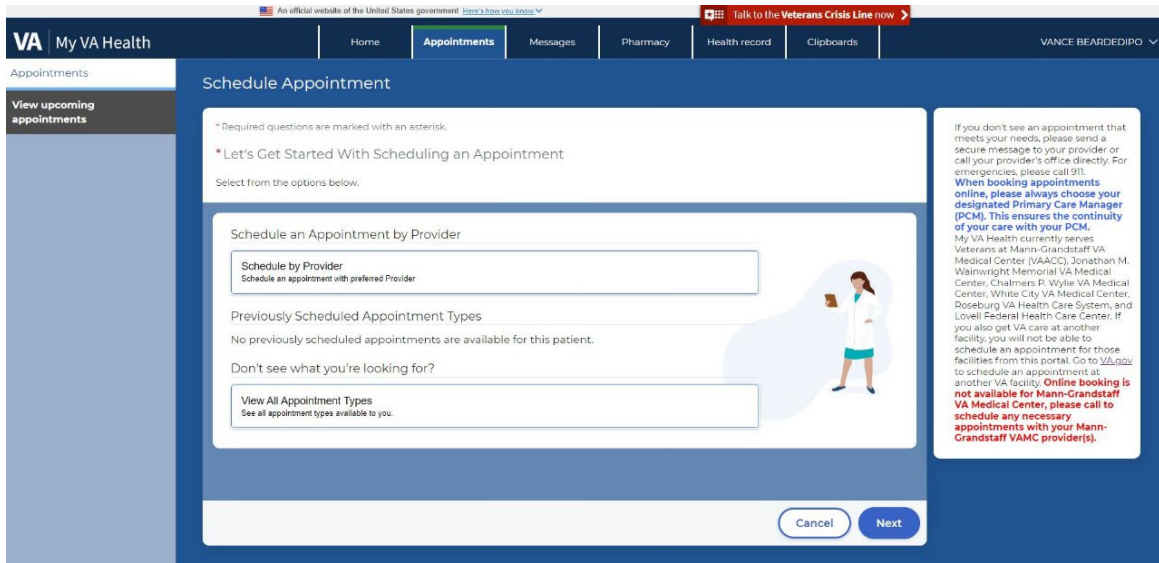


Scheduling appointments

You can now schedule **select** appointments with your health care providers or care teams using the [My VA Health](#) patient portal.

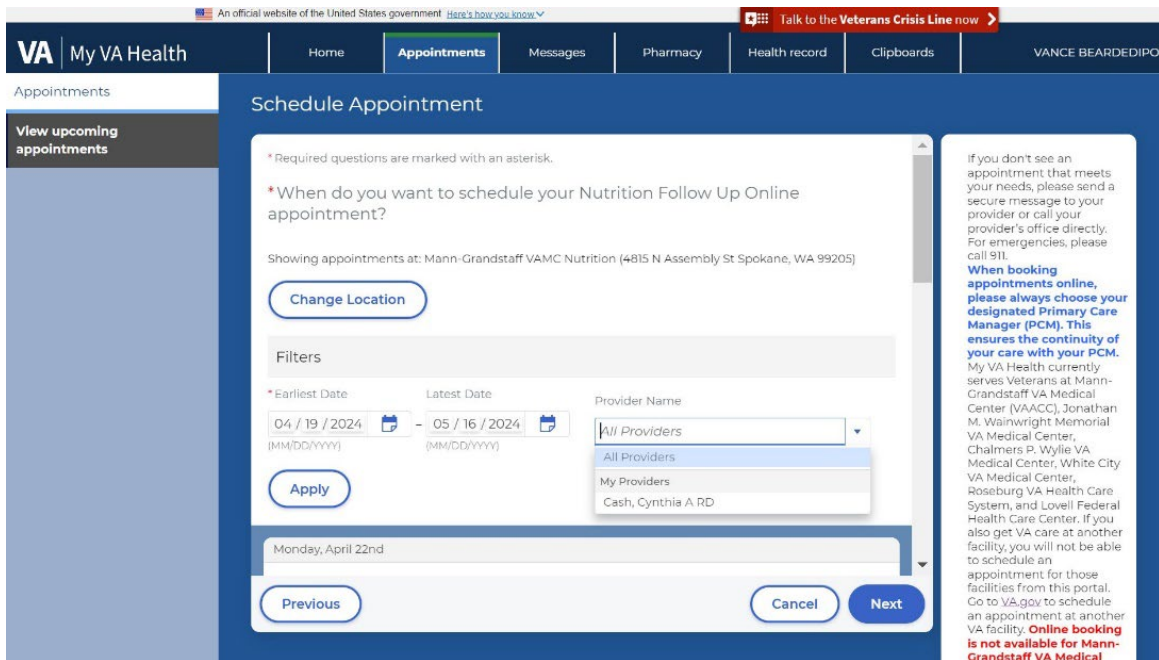
- » Health care services available for scheduling:
 - Nutrition
 - Primary Care Pharmacy
- » To schedule a new appointment, select “Schedule Appointment”.
- » Select an appointment by provider or type.

Figure 4: Screenshot of Schedule an Appointment by Provider or Type



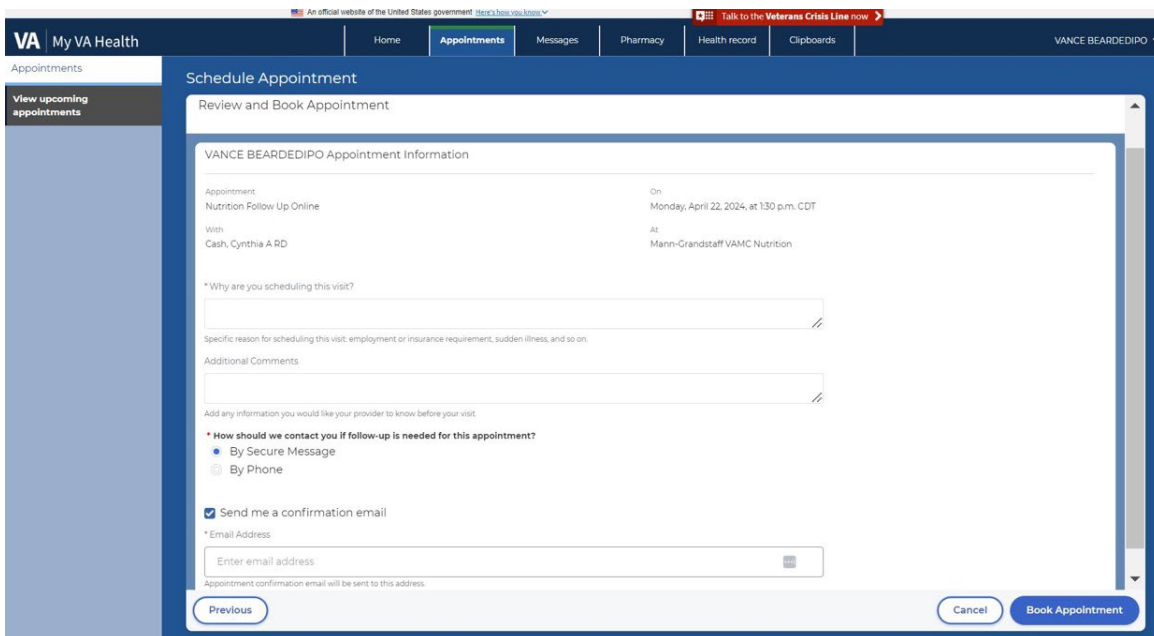
- To schedule an appointment by **provider**, select **“Schedule by Provider”**.
 - Click the drop-down arrow to the right of the Provider field and choose your provider from the **“My Providers”** list that appears. **Important note: Only those providers with whom you have an established relationship will appear in the list.**
 - Then click **“Next”** to continue.
 - Select **“View All Appointment Types”**. Then click the drop-down arrow to the right of Appointment Type. Select an appointment type, then click **“Next”**.
- To schedule an appointment by **type**, select **“View All Appointment Types”**.
 - Click the drop-down arrow to the right of the appointment type field. Choose the type of appointment you’d like to schedule from the list, then click **“Next”**.
 - Choose the location where you would like to have your appointment, choose **“Select”**, then **“Next”**.
 - You can also search by location name and click **“Apply”**. Select your location, then click **“Next”**.
 - To choose a provider, click the drop-down arrow to the right of **“All Providers”** and choose your provider from the **“My Providers”** list, then click **“Apply”**.

Figure 5: Screenshot of Calendar Icons view



- » Select a date and time, then click “Next”.
- To adjust the appointment dates shown, click on the calendar icons below “Earliest Date” and “Latest Date”, then click “Apply”.
- » You now need to review and book your appointment. See Figure 6 below.
 - Required fields marked with a red asterisk must be completed before the appointment can be booked.
 - Provide details in the “Why are you scheduling this visit?” field.
- » Select “By Secure Message” or “By Phone” to indicate how your health care team should contact you for any follow-up.
- » Provide an email address where the confirmation with the appointment details can be sent. If you do not want an email confirmation, uncheck the box and no email address is required.
- » To finish booking your appointment, click “Book Appointment”.

Figure 6: Screenshot of Review and Book Appointment view



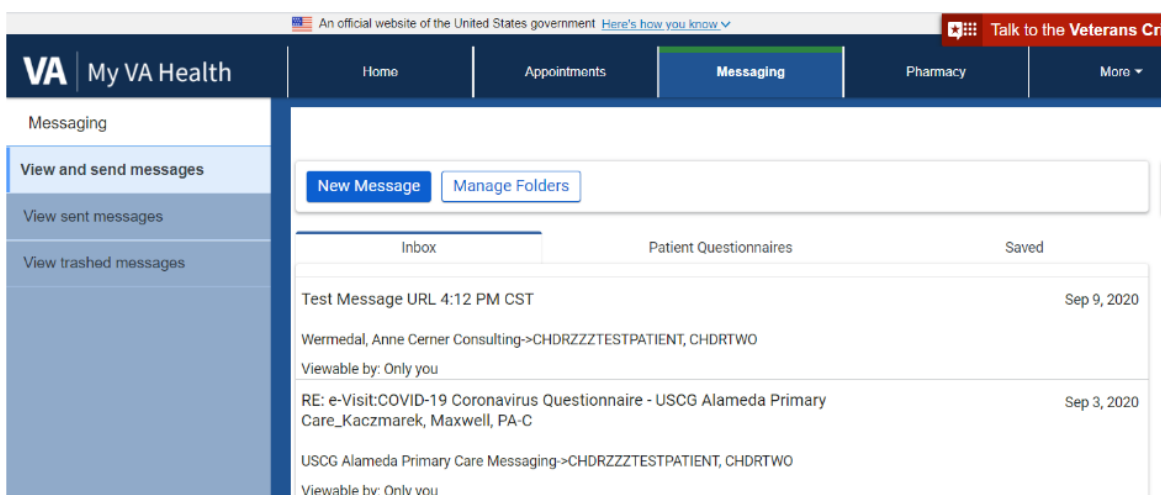
If you need help scheduling an appointment using the My VA Health patient portal, a dedicated support team is available anytime at 888-444-MYVA or 888-444-6982.

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 7: Screenshot of My VA Health Messaging tab



VA prescriptions refills and renewals

From your VA facility:

- » To request online refills or renewals of prescriptions from VA facilities using the Federal EHR, 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 calling your facility’s automated phone system and following the prompts to refill a prescription or speak to a representative.

Figure 8: Screenshot of My VA Health Prescription Refills view

The screenshot shows the My VA Health Pharmacy tab. The header includes the VA logo, 'My VA Health', and navigation links for Home, Appointments, Messages, Pharmacy (selected), More, and the user name VANCE BEARDEDIPO. A red banner at the top right says 'Talk to the Veterans Crisis Line now'. The main content area lists three medications:

Medication	Refills Remaining	Dispensed Quantity	Last Refill Date	Actions
tamsulosin 0.4 mg oral capsule	0	90	October 2, 2023	Refill, Details
baclofen 20 mg tablet	2	90	October 20, 2023	Refill, Details
glyBURIDE 5 mg tablet	1	30	October 20, 2023	Refill, Details

From all other VA facilities:

You must continue to use the My HealtheVet 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 your VA facility. 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 VA facilities using the Federal EHR:** To track the delivery of your medications, 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.
- » **From all other VA facilities:** Continue to use My HealtheVet to track your VA prescriptions from other VA facilities not using the Federal EHR.

Figure 9: Screenshot of current medications list option on My VA Health Pharmacy tab view

The screenshot displays the 'Current Medications' section of the My VA Health Pharmacy interface. The user is viewing the health record for PORTALUSERONE QQQVAMYVAHEALTH. The medication list includes:

- loratadine 5 mg oral tablet, chewable**: Refills Remaining: N/A, Dispensed Quantity: N/A, Last Refill Date: N/A. [Details]
- atorvastatin**: Refills Remaining: N/A, Dispensed Quantity: N/A, Last Refill Date: N/A. [Details]
- amLODIPine 2.5 mg oral tablet**: Refills Remaining: N/A, Dispensed Quantity: N/A, Last Refill Date: N/A. [Details]
- loratadine 10 mg tablet**: Refills Remaining: 2, Dispensed Quantity: 90, Last Refill Date: January 14, 2022, Refill Requested: April 21, 2022. [Details]
- pseudoephedrine 30 mg tablet**: Refills Remaining: 0, Dispensed Quantity: 24, Last Refill Date: January 14, 2022. [Refill] [Details]

The right sidebar contains a notice: **Coming Soon - Manage Prescription Refills at Mann-Grandstaff VA Medical Center**. It lists several points: users must use My Health@VA for refills from VA Medical Centers not managed by My VA Health; My VA Health manages prescriptions for Mann-Grandstaff VA, Medical Center (Spokane), Jonathan M. Wainwright (Walla Walla), and Columbus Chalmers P. Wylie VA Medical Center; if a prescription is viewable in My VA Health but a refill cannot be requested, users may need to use My Health@VA or contact their VA health care provider; 'Current Medications' and 'Comprehensive Medications' sections may not include all VA prescriptions or documented medications; users can request refills and renewals by calling 1.888.444.MYVA or 1.888.444.4992 or using the online chat; if a refill request is not received within 12 days, users should call their VA Pharmacy; and users should always consult their pharmacy or health care provider for instructions.

Below the notice is a section: **Need support for My VA Health patient portal?** with contact information: Call: 1.888.444.MYVA or 1.888.444.4992 Or Chat online Mon - Fri 8am-5pm CST: My VA Health Support Portal.

For more information, visit your VA facility’s website and check out the [My VA Health User Guide](#).