Register for Your
VA Personal Health Record (PHR):

1. Type www.myhealth.va.gov in the address bar on your web browser, and then press Enter. This takes you to VA’s My HealtheVet website.

2. On the right-hand side of the screen, select the Register Today button. Complete the registration page, and review and accept the Terms & Conditions and the Privacy Policy for using the My HealtheVet website.

3. Log into your My HealtheVet account and begin to create your PHR.

4. Begin using My HealtheVet to access VA health care and services at your convenience to better manage your health. Also, if you are a VA patient, take some time to watch the In-Person Authentication (IPA) video online.

5. Bookmark www.myhealth.va.gov as a favorite and make a note, if you are a VA patient, to get an upgraded account during your next VA clinic visit to get the most out of your PHR.

Is an Upgraded Account, or IPA, for me?
Yes, if you want to:
- View VA Allergies and Adverse Reactions
- Receive Wellness Reminders
- View VA Appointments
- Participate in Secure Messaging
- Be ready to access all new My HealtheVet features that will enhance your Personal Health Record

Ask the My HealtheVet Coordinator at your facility about IPA

MHV office is located in the Outpatient Pharmacy area
Direct line - 503-721-7854
800-949-1004 x57854 or x3307
Vancouver MHV office located
Building, 15 Room 230c
360-696-4061 x3307
MHV Nat’l Help Desk - 877-327-0022

Important Features

Download My Data
Use the VA Blue Button to download, store or print the information in your My HealtheVet account.

VA Prescription Refills
Order your VA prescription refills online.

Secure Messaging
Communicate non-emergency health-related information with your health care team through Secure Messaging.

VA Appointments
View your scheduled VA Appointments and your appointment history for the past two years.

Wellness Reminders
View your VA Wellness Reminders.

Vitals
Use My HealtheVet to monitor and graph your health statistics, such as blood pressure and blood sugar.

Medical Libraries
Access extensive online medical libraries.

Secure Messaging
Information for Patients

Veterans Health Administration
Office of Informatics and Analytics
www.va.gov
How to Find Secure Messaging

To Access 24/7 Access

Improving Health Outcomes

Empowering Veterans

What is Secure Messaging?

Secure messaging is a secure, web-based messaging service. A secure, web-based messaging service allows you to send and receive messages from your health care provider, regardless of where you are located. You can use this service to communicate with your health care provider about your health care needs, share important health information, and receive updates on your health care plan.

How to Find Secure Messaging

Access the online information provided by your health care provider. You can access this service through your health care provider's website or through a mobile application. If you are not sure if your health care provider offers this service, contact them directly to ask.

How is Secure Messaging Different From

Secure messaging is different from other messaging services because it is specifically designed for health care communication. Secure messaging services use advanced encryption technology to ensure that your messages are protected from unauthorized access. Additionally, secure messaging services are compliant with health care regulations, such as HIPAA, to ensure the privacy and security of your health information.

Emotional Benefits

Using secure messaging can provide emotional benefits, such as reduced anxiety and increased feelings of control over your health care. By using this service, you can feel more connected to your health care provider and more involved in your health care decisions.

What Are the Benefits of Secure Messaging?

Benefits of secure messaging include:

- Increased access to health care providers
- Improved communication with health care providers
- Reduced anxiety about health care decisions
- Increased feeling of control over health care
- Improved health outcomes

How Can Secure Messaging Help Me?

Secure messaging can help you manage your health care by providing you with access to your health care provider, regardless of where you are located. You can use this service to communicate with your health care provider about your health care needs, share important health information, and receive updates on your health care plan. Additionally, secure messaging can help you feel more connected to your health care provider and more involved in your health care decisions.

How Does Secure Messaging Work?

Secure messaging works by using advanced encryption technology to ensure that your messages are protected from unauthorized access. This technology uses algorithms to scramble your messages so that only the intended recipient can read them. Secure messaging services are also compliant with health care regulations, such as HIPAA, to ensure the privacy and security of your health information.

What Does Secure Messaging Mean for Me?

Secure messaging means that you can have access to your health care provider, regardless of where you are located. You can use this service to communicate with your health care provider about your health care needs, share important health information, and receive updates on your health care plan. Additionally, secure messaging can help you feel more connected to your health care provider and more involved in your health care decisions.
Tips & Tricks for Registration

My HealtheVet (MHV) is an online Personal Health Record that empowers Veterans to become informed partners in their health care. With My HealtheVet, America’s Veterans can access trusted, secure, and current health and benefit information, as well as record and store important health and military history information at their convenience. Registering and using My HealtheVet is easy and it’s free!

Access My HealtheVet at www.myhealth.va.gov. Go straight to the registration page by clicking on the Register Today Start Here icon:

OR enter and explore My HealtheVet by clicking on the Go To My HealtheVet Enter Here icon:

Create an account by clicking on the red REGISTER button in the Member Login box on the right side of the screen:

If you have any problems with setting up your account (for example, if you receive a message that an account already exists), click on the white Contact MHV tab (located under the My HealtheVet banner at the top of the screen) and submit a question through the Contact Help Desk link.

* indicates a required field — Do not skip over a field with a red asterisk * or My HealtheVet will not be able to complete your registration.

1. Identification — If you are a VA patient, enter your Name, Social Security Number (SSN), Gender, and Date of Birth exactly as it appears in your VA record.

2. Relationship to the VA — You must select “VA Patient” in order for My HealtheVet to match your account with your VA medical record.

3. Contact Information — Select a preferred method of contact and make sure you provide the corresponding information (email address, phone / fax / pager numbers).

4. Account Information:
   • Create a User ID that is unique and contains no spaces; must be 6 – 12 characters.
   • Create a Password that is unique, contains no spaces; must be 8 – 12 characters and have at least one letter and one number and one special character (e.g. !, @, #).

5. Terms & Conditions and Privacy Policy — Click on the links for Terms & Conditions and Privacy Policy in order to read in full, and then click on the box next to Accept.

Make sure you click on the red Save button at the bottom of the Registration page so My HealtheVet can set up your personal account.
Forgot User ID or Password?

Sometimes we forget things... even important things like our My HealtheVet User ID and/or password! Before calling your My HealtheVet Point of Contact try contacting My HealtheVet through the Contact MHV tab and the Contact Help Desk link, or call TOLL FREE, 1-877-237-0022. Here are a few handy tips and tricks that can be used with My HealtheVet log-in.

Located in the Member Login box on the right side of the screen are two links that can help users. Forgot User Name? and Forgot Password? allow users to retrieve their User IDs and reset their passwords. All you need to know is:

- First and Last Name
- Date of Birth
- Gender
- Answer to Both Password Hint Questions

Let's say you know you have an account but just can't seem to remember your User ID or password... but you know your First and Last Name, Date of Birth, Gender, and your password hint questions.

Here's the trick...

First click the Forgot User ID? link. My HealtheVet will walk you through a series of questions:

- Step 1 – provide your First and Last Name, Date of Birth, and Gender
- Step 2 – answer the password hint questions
- Step 3 – retrieve your User ID – My HealtheVet will provide it on the screen

Next go back to the Home page and click the Forgot Password? link. It will walk you through basically the same series of questions (additionally asking for your User ID which you just received). Then you will be asked to reset your password (enter a new password).

Finally you can go back to the Home page and login using your User ID and new password!

For more training and education materials please visit the My HealtheVet Training website at http://www.vistau.med.va.gov/vistau/mhv/

Employee Education System
After In-Person Authenticating (IPA) with My HealtheVet, now what?

Start using Secure Messaging, view appointments, and see Chemistry/Hematology Lab results!

1. We suggest within 24 hours of IPA, log into My HealtheVet at www.myhealth.va.gov

2. Click the Secure Messaging tab:

3. Click the Open Secure Messaging tab.

4. The first time you log on to Secure Messaging you will be asked to read the Terms and Conditions. To use Secure Messaging you must “Opt In” and submit. (You will only be asked to read the Terms and Conditions once.) If you do not “Opt In” you will not be able to use Secure Messaging. You may “Opt In” or “Opt Out” of Secure Messaging any time.

5. On the top right-hand corner of Secure Message screen click the “Preferences” link.

6. The Preferences screen will look like this.

7. Enter your personal email address to receive notifications of secure messages. Change the box “Notify me” to say “Each Message” – now you will receive an email when a message is sent to you. Click “Apply” to save changes.

8. Set up complete! Click the “New Message” tab and send a message one of several choices: to your Primary Care Team (your Primary Care Provider’s name will be listed), a Pharmacist, or for billing or co-pay issues. Your Primary Care Team typically includes the Scheduling Clerk, Medical Assistant, Nurse, and Primary Care Provider. Your message will be sent to the appropriate team member who can answer your question. The Primary Care Team or other choices have 36 business hours to respond.

Remember!
Secure Messaging should be only used for non-urgent, non-critical communication!

(turn over to learn how to view appointments and see Chemistry/Hematology Lab results...
There are two ways to view appointments on My HealtheVet.

1. Log into My HealtheVet at www.myhealth.va.gov and click the “Get Care” tab

2. Click “Appointments” to see a list of appointments with date/time, clinic and location. (Printable)

OR

3. Click “Health Calendar” to see your appointments in a calendar view. You may want to unclick all boxes on the left side except “VA Appointments” and then click “Update View”. (Printable and customizable)

4. Would you like an email reminder of your VA Appointments? To receive email reminders about your VA appointments click “View/Change Preferences for VA Local and National Events” (it is purple) below the “Update View” tab. Choose “Subscribe to Email Reminders” and then click “Save”. You will still receive the VA appointment reminder postcard, but the email reminder is also helpful. Important! Please verify that your email is correct in the My HealtheVet system. Go to “Personal Information” and click “Profiles” then scroll down to “Contact Information” and verify your preferred method of contact is email and verify your email address. If you make a change, scroll to the bottom of the page and click “Save”.

Please note that any information entered on this profile page is for your My HealtheVet account only and is not shared with your VA facility. If you need to update the information in your official VA record, including the mailing address for your VA prescriptions, please contact the enrollment office at Portland VA Medical Center.

To view Chemistry/Hematology Lab results on My HealtheVet.

1. Click the “Track Health” tab.
2. Then Click Labs + Tests tab.
3. Click VA Chemistry/Hematology. Click on each lab to view results.

Chemistry is when a sample of blood or body fluids is checked for amounts of certain elements made in the body. Chemistry lab tests can include hundreds of tests. The most common tests include blood sugar, cholesterol, calcium, liver function, thyroid, and pancreatic tests. Hematology is when a sample of blood is checked for factors in the blood and blood-forming tissues. Hematology lab results include blood cell counts and clotting tests.

My HealtheVet and we encourage you to explore all that the site has to offer.