Online VA Prescription Refill
User Guide
Quick Start Guide to Online VA Prescription Refill

You must be registered as a VA Patient and have an Advanced or Premium My HealtheVet account to refill VA prescriptions online. Complete the steps below to refill your prescriptions.

**Step 1** – Log in to your My HealtheVet account

**Step 2** – Locate and select the Refill VA Prescriptions link on the home page

A list of your active VA prescriptions displays

**Step 4** – Under the Select to Refill column, check the box of the medication that is due to be refilled

**Step 5** – Select the Submit Refills button at the bottom of the page

When your refill request has been submitted, an alert message will appear at the top of the page.

**IMPORTANT:** Your medicines are delivered to your address in your official VA record. The address entered on My HealtheVet is not shared with VA. If you need to update your address in your official VA record, contact your local VA facility.
Where to Find Help

Frequently Asked Questions, Help and Contact My HealtheVet

a) Select FAQ to go to Frequently Asked Questions and get commonly asked questions and answers about refilling your VA prescriptions online.

b) Select Help & User Guides for general guidance on using My HealtheVet and User Guides for My HealtheVet features.

c) Select Contact to send a message to the My HealtheVet Help Desk or contact them using the telephone number above.
Online VA Prescription Refill – Feature Overview

The online VA Prescription (Rx) Refill feature on My HealtheVet gives you a secure way to refill your VA prescriptions. To use this feature, you must have:

- A My HealtheVet Advanced or Premium account and have registered as a VA Patient.
- A prescription written by a VA provider that has previously been filled at a VA pharmacy.

**IMPORTANT:** Your medicines are delivered to your address in your official VA record. The address entered on My HealtheVet is not shared with VA. If you need to update your address in your official VA record, contact your local VA facility.

Your current prescriptions filled by a VA Pharmacy are displayed on My HealtheVet. You are able to refill most of your active VA prescriptions online. An exception to this are controlled narcotics (such as fentanyl, which is used for pain). In addition, this section does **NOT** display VA prescriptions that:

- have no remaining refills
- have expired
- have been discontinued
- are/were administered in a clinic or emergency department
- have been placed On Hold by the pharmacy or your provider
- have new prescription orders that have not yet been processed by the pharmacy (Pending status)

If you believe you have refillable prescriptions that are not displayed, please contact the pharmacy staff at the VA facility that prescribed your medicines. The phone number is on the label of your prescription bottle.

If you have already registered for a My HealtheVet account and need to check that you have registered as a **VA Patient**, you can do the following:

- Log in to My HealtheVet
- Select the **PERSONAL INFORMATION** tab
- Select the **My Profile** sub-tab
  - Under **What is Your Relationship to VA**, if you use the VA Health Care System, make sure you select the **VA Patient** checkboxes
    - If **VA Patient** is not checked and you use the VA Health Care System, select this box
      - This will put a checkmark in the box
  - Select the **Save** button at the bottom of the screen

With a Premium My HealtheVet account, you can use Secure Messaging to contact your VA health care team online, and ask about renewing your prescription. To learn more about Secure Messaging, visit Secure Messaging FAQs.

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Getting Started

The following is the step-by-step process to refill VA prescriptions online.

**Step 1 – Log in to My HealtheVet**

Log in to your My HealtheVet Advanced or Premium account by selecting the **Login** button on the right side of the screen. You must have already registered as a VA Patient. If you do not have a My HealtheVet account, register by selecting the **Register** button on the right side of the screen and complete the registration form. Click on the login link in the Congratulations box to log in to your account.
Step 2 – Access Refill VA Prescriptions Online

After logging in, there are three ways you can access Refill VA Prescriptions Online:

1. Select the **Pharmacy** or **Refill VA Prescriptions** link in the dashboard.

2. You can also select **Refill Prescriptions** under the **Pharmacy** tab.

When the **Pharmacy** tab in the Dashboard is selected, the system displays the **Pharmacy** page. Select **Refill VA Prescriptions**.
Step 3 – Refilling VA Prescriptions Online

You are now on the **Refill VA Prescription Information** page. Click the checkbox of the prescription to be refilled in the **Select to Refill** column.

<table>
<thead>
<tr>
<th>Refill Status</th>
<th>Refill Submit Date</th>
<th>Fill Date</th>
<th>Refill Remaining</th>
<th>Medication Name</th>
<th>Facility</th>
<th>Select to Refill</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active: Refill in Process</td>
<td>05/15/2018</td>
<td>05/15/2018</td>
<td>2</td>
<td>MAGNESIUM HYDROXIDE SUSP KSP126417828</td>
<td>Portland OR VAMC</td>
<td></td>
</tr>
<tr>
<td>Active: Refill in Process</td>
<td>05/05/2018</td>
<td>05/06/2018</td>
<td>2</td>
<td>ALOH/MG SH/SITR XTRA STRENGTH SUSP KSP126417788</td>
<td>Portland OR VAMC</td>
<td></td>
</tr>
<tr>
<td>Active: Refill in Process</td>
<td>03/10/2018</td>
<td>03/11/2018</td>
<td>6</td>
<td>ACETAMINOPHEN 325MG TAB KSP126417788</td>
<td>Portland OR VAMC</td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>03/05/2018</td>
<td></td>
<td>3</td>
<td>ASPIRIN 81MG EC TAB KSP129184569</td>
<td>Portland OR VAMC</td>
<td></td>
</tr>
</tbody>
</table>

Then click the **Submit Refills** button at the bottom of the page. When refill requests have been submitted, an alert confirming your request is shown at the top of the page.

**View Details on a VA Prescription**

To view detailed information on a VA prescription, select a link on the menu bar to display an information page.
As an example, when you select **Prescription History** on the menu bar, the following screen displays. Click on a prescription link to display a details page with the selected prescription information:

Detailed information displays for the selected prescription:

For detailed information on other prescriptions, click on the **Return to List** button to return to the **View Prescriptions History Information** page and select another prescription link.
My Medications List

This section displays self-entered medications, prescriptions and supplements from your Self-Entered Medications + Supplements list. Your VA health care team CANNOT view this list. If you would like to share it with your VA health care team, print this list and bring it to your next clinic visit. Choose from the available options to view a table with your filtered results.

VA Medications List

This list displays medications, prescriptions and supplements in your records at VA Medical Centers. This information CANNOT be changed. Select an item from the table to view details of the prescription.
Self-Entered Medications + Supplements

This section is a blended view of all medications including over-the-counter, prescriptions and supplements that you self-entered in your medication journal as well as VA prescriptions in your medical record at any VA Medical Center.

Select the Pharmacy tab and then Self-Entered Medications + Supplements tab. A list of self-entered medications and supplements as well as VA medications displays in one table.

Select an item on the table to view the details for that item. You also have the option to sort this table to display the information tailored to your needs.
Unable to Refill Prescription

If My HealtheVet is unable to refill your prescriptions, please try again later. If you are in urgent need of a prescription refill, please contact the issuing pharmacy shown on your prescription label.

For questions about your medications, please contact your health care provider or pharmacy.

VA Prescription Tracking

The Track Delivery feature, in the Pharmacy section of My HealtheVet, allows you to view when your VA prescriptions were shipped by a VA Mail Order Pharmacy. It also shows details of the prescription package and the delivery service used.

For more information on VA prescription tracking, visit the VA Prescription (Rx) Tracker FAQs.

Also, you can subscribe to VA Rx shipment email notifications on your My Profile page.