



My Health, My Care: 24/7 ^{Online} Access to VA

My HealthVet: Secure Messaging User Manual

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Revision History

The most recent entries in this list reflect changes made to this document.

Date	Page	Change	Project Manager	Technical Writer
07/31/2009	Throughout manual	Updates per SM enhancement release (June 27, 2009)	Theresa Hancock	Jaime Nasuti
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Introduction

What is My HealtheVet?

My HealtheVet is the gateway to Veteran health benefits and services. My HealtheVet provides:

- Access to trusted health information,
- Links to Federal and Veterans Affairs (VA) benefits and resources,
- Personal Health Journals,
- Online VA prescription refill,
- VA Wellness Reminders,
- Viewing VA Appointments and
- Secure Messaging.

In the future, My HealtheVet registrants will be able to view other key portions of their VA medical records online as they become available.

My HealtheVet is a powerful tool to help Veterans better understand and manage their health.

Using My HealtheVet Documentation

Related Manuals

My HealtheVet User Manual

The Organization of this Manual

This manual is organized in the way most people will use My HealtheVet Secure Messaging. It begins with how to log into Secure Messaging and then how to use the various features.

We hope the organization of this manual will help Veterans understand the basic layout of My HealtheVet Secure Messaging and provide them with information about the specific features they may use to communicate with their participating VA Health Care Teams.

Getting Started with My HealtheVet Secure Messaging

The My HealtheVet Secure Messaging feature is being introduced in a phased release, and is expected to be available at each VA medical facility by the end of September, 2011. Your health care team must be set up and participating in order for you to communicate with them through Secure Messaging. If you have questions about when Secure Messaging will be available to you, ask to speak to the My HealtheVet Coordinator at your VA facility.

To participate in My HealtheVet Secure Messaging Veterans must be receiving health care services from VA, register on My HealtheVet as a “VA Patient”, and complete the In-Person Authentication (IPA) process at their local VA facilities.

In-Person Authentication (IPA) is a process by which the VA verifies Veterans' identities before allowing access to their personal VA health information. VA patients must:

- Create a personal My HealtheVet account and identify themselves as a VA Patient,
- Visit a local VA facility and present a government-issued photo identification (Veteran Identification Card or VIC card can be used to meet this requirement),
- View the My HealtheVet Orientation video (either online or a VA facility), and
- Complete and sign VA's Release of Information Form #10-5345a-MHV.

Many VA facilities conduct In-Person Authentication (IPA) at registration, during regular clinic visits or by request.

Secure Messaging is a communication channel for patients and VA Health Care Teams, allowing them to collaborate and build a partnership in order to improve patient health outcomes. Secure Messaging should be only used for **non-urgent, non-critical** communication.

Login to My HealtheVet Secure Messaging

To access My HealtheVet Secure Messaging, go to www.myhealth.va.gov, login to your personal account (Member Login box on right side of the screen), and click the “SECURE MESSAGING” tab.

In the Spotlight

Quality of Care

MARCH 2009

The organizations that review healthcare businesses have chosen measure that reflect high quality. We know many people assume that healthcare will be high quality. We also know it is hard work to assure quality. Veterans Health Administration has consistently done better on meeting these health measures than Medicare and private healthcare businesses. We would like to do even better for you in the future. Healthcare is most effective when veterans work with their healthcare team. Take your healthcare to a new level by working with your provider. Here are some actions you can take.

[Read More >](#)

Prostate Cancer: The Facts You Need to Know

Prostate cancer is one of the most common cancers in American men. There are several risk factors for this type of cancer. Treatment depends on the stage of prostate cancer at the time of diagnosis. [Read More >](#)

Self-Management and Multiple Sclerosis

The Multiple Sclerosis Center of Excellence supports and aids patients in becoming an active partner in their healthcare. People with Multiple Sclerosis often face many personal health issues all at once. We can help. [Read More >](#)

 [Prescription Refill](#)

 [Emergency Contacts](#)

 [Providers & Physicians](#)

 [Vitals & Readings](#)

 [Military Health History](#)

 [Medical Library](#)

 [VA Honors Veterans](#)

Virtual Tour

Get a peek at the many features you can find on My HealthVet. You can view it online or save it to your PC.

[Download \(ZIP 4.8MB\) >](#)
[Watch the tour now >](#)

Member Logout

Logged On As: MHVSM

[Logout](#)

Quick Links

- [VA National Suicide Prevention Hotline](#)
- **If you are in crisis call: 1-800-273-TALK (8255)**
- [New and Upcoming on My HealthVet!](#)
- [In-Person Authentication](#)
- [My HealthVet Learning Center](#)
- [View the MyV Virtual Tour](#) (Best viewed with Flash 9.0)
- [Rx Refill Guide](#)

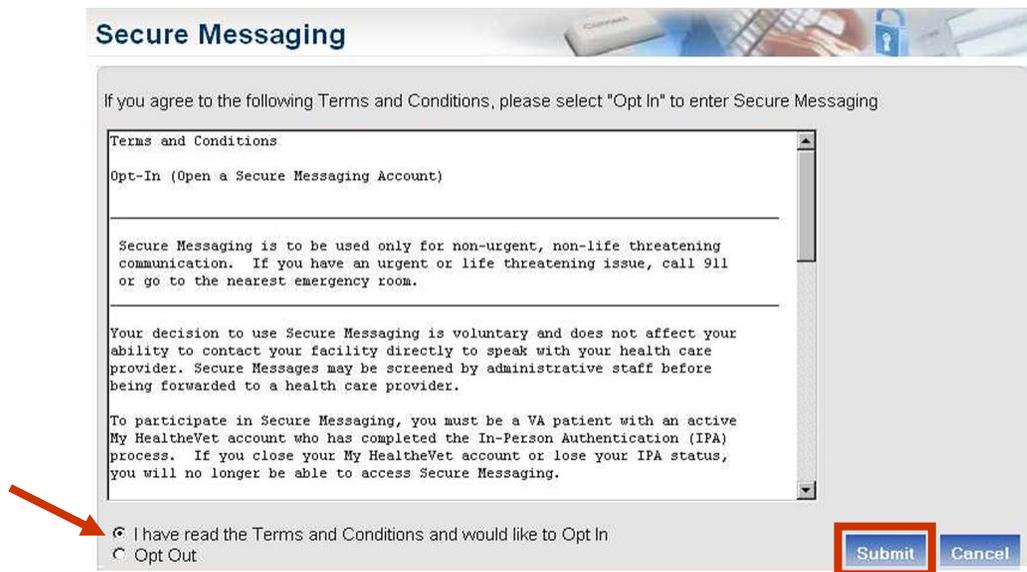
Click the orange “Open Secure Messaging” button to begin to use Secure Messaging.



Opt In to My HealthVet Secure Messaging

When you open Secure Messaging for the first time, you will be presented with the Terms and Conditions for using My HealthVet Secure Messaging.

Read the Terms and Conditions and accept by clicking the radio button next to “I have read the Terms and Conditions and would like to Opt In.” Then, click the “Submit” button to open a Secure Messaging account.



Navigating Secure Messaging Inbox

Secure Messaging opens to your Inbox. From the Inbox you can do several things:

1. You can create a new message by clicking the “New Message” button on the left side of the screen.
2. You can open your Inbox, Drafts, Sent, and Deleted folders for your Secure Messaging account. Under the “New Message” button, click the [link](#) for the desired folder. Secure Messaging will open the folder you selected. * Notice the number in parenthesis () next to the links; this number tells you how many messages are currently in this folder.
3. You can create your own folders within your Secure Messaging account. Under “My Folders” click the [add new folder](#) link and enter a name for your folder. Later, if you want to make changes to a folder you have created (for example rename the folder), click the [edit](#) link next to “My Folders” and then make the desired changes.



The Inbox contains all the new messages that you have received. For each message listed you will know:

- who the message is **From**
- the **Subject** of the message
- the **Date** and time of the message

You have the ability to search for messages within your Inbox.

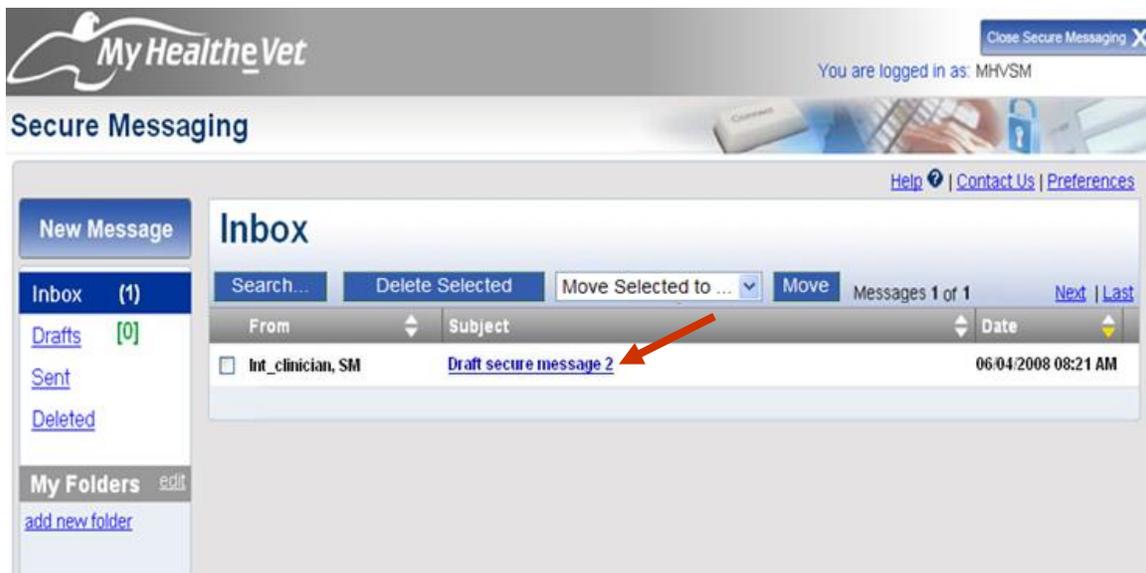
4. Click the “Search...” button. You will be able to enter Search Criteria - From, Subject, and Date Range – and then click the “Search” button.

You also have the ability to select certain messages – click on the box next to the message in the “From” column – and then you can:

5. Delete the selected messages by clicking the “Delete Selected” button.
Note: Messages that are deleted will remain in the Deleted folder for 14 months, then they will be saved to a Secure Messaging database indefinitely.
6. Move the selected messages to a folder within your Secure Messaging account by clicking the drop-down arrow  next to “Move Selected to...” to select from a list where you want to move the message (Deleted or one of your other personal folders under My Folders) and then click the “Move” button.

Open Messages from the Inbox

To open a message in your Inbox, click on the message [link](#) under the “Subject” column.

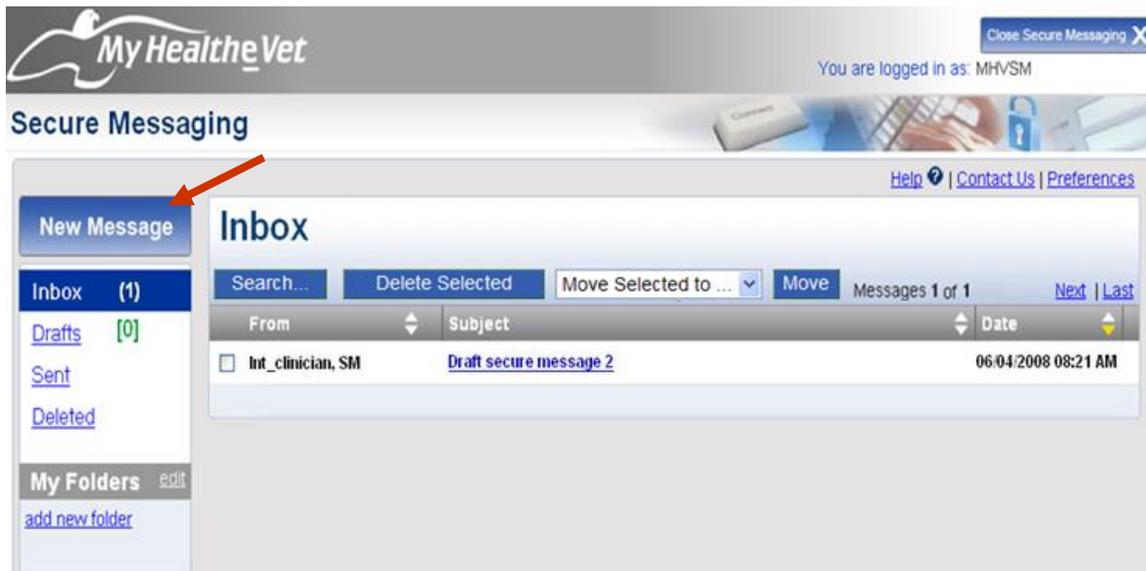


Message Management

My HealtheVet Secure Messaging allows you to communicate with your participating VA Health Care Team in a secure environment within the My HealtheVet portal. You have the ability to send and receive messages from your Health Care Team, as well as manage and maintain your messages within your Secure Messaging account.

Create a New Message and Send

Create a new message by clicking on the “New Message” button in your Inbox.



To create a new message, fill in the appropriate information:

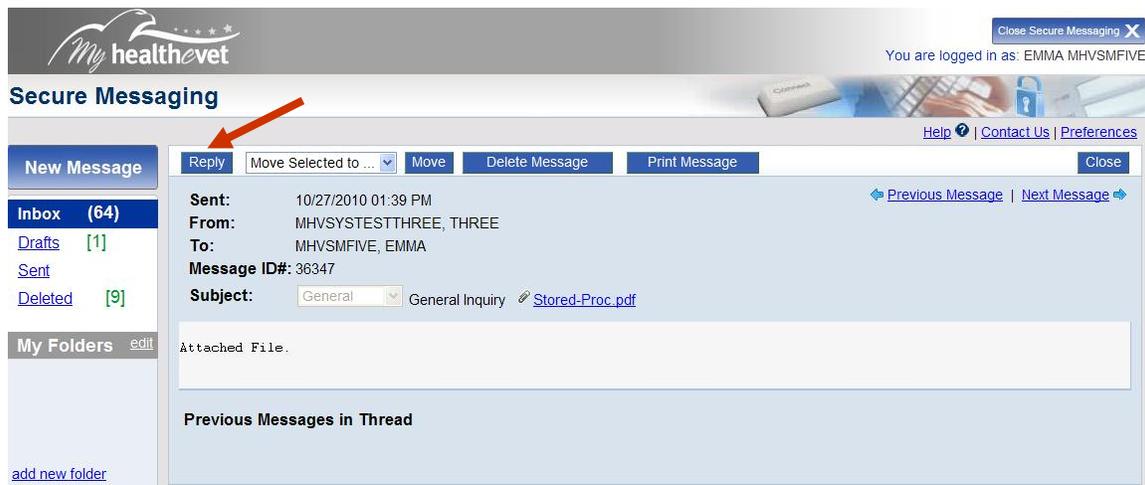
1. Select the Health Care Team for whom the message is for by clicking the drop-down arrow ▼ for “To:” – only your participating VA Health Care Team will appear in the list.
2. Select the Subject of your message by clicking the drop-down arrow ▼ for “Subject:” – you have 4 options to choose from:
 - Appointment: Choose this to ask about a future or existing appointment.
 - Medication: Choose this to renew a medication or ask a question about medication.
 - Test: Choose this to ask about a test result or about a future test or procedure.
 - General: Choose this for all other non-urgent issues. **Note:** If you choose General, use the space next to the Subject field to type in additional information about your subject.
3. Type your message.

3. You have the ability to print messages. Click on the “Print Message” button and then click the Print link at the top of the page (follow your computer’s instructions for printing). When you have completed printing the message click the Done link at the top of the screen.

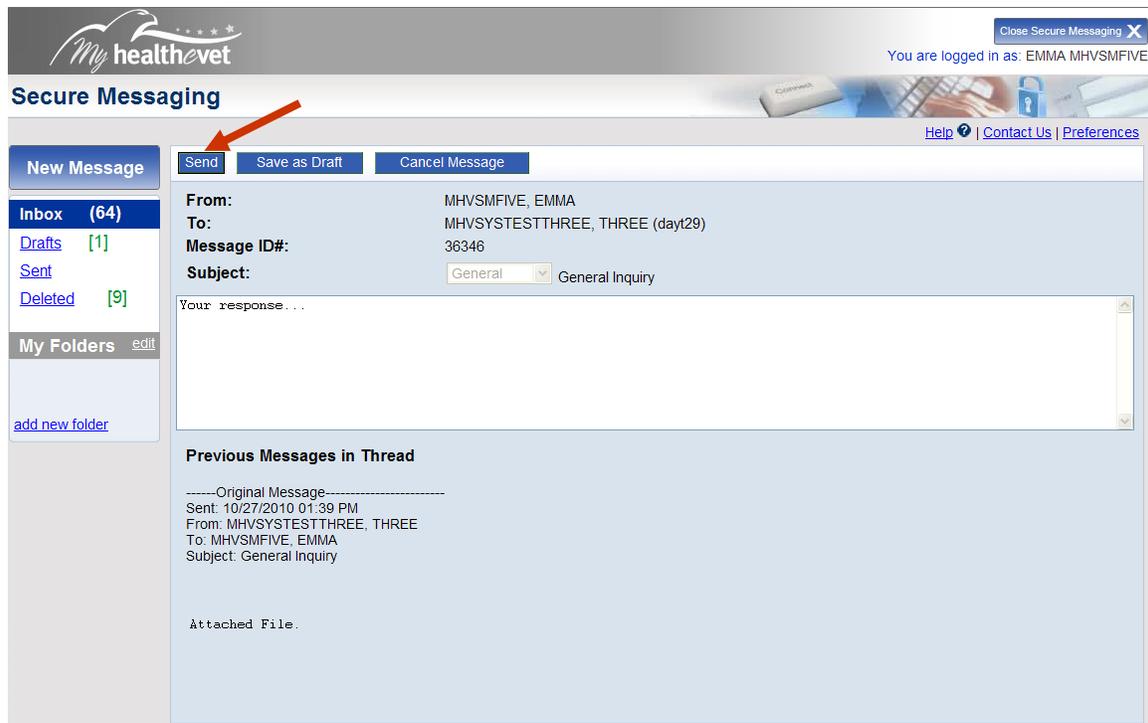


Reply / Send Messages

After reading a message, click the “Reply” button.



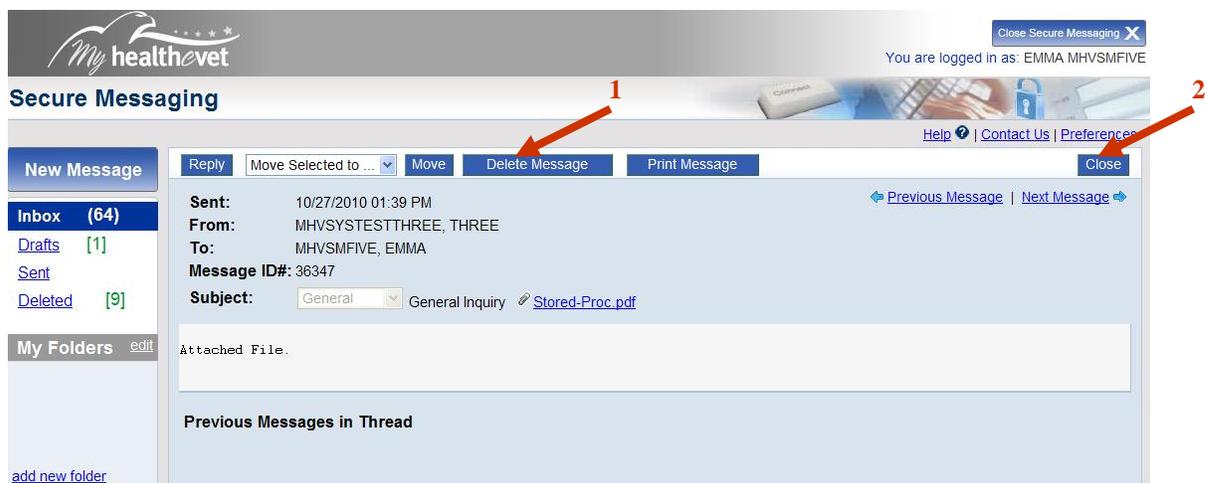
After clicking the Reply button, type a response, and then click the “Send” button.



Delete / Close Messages

After reading a message you can choose to delete or close the message.

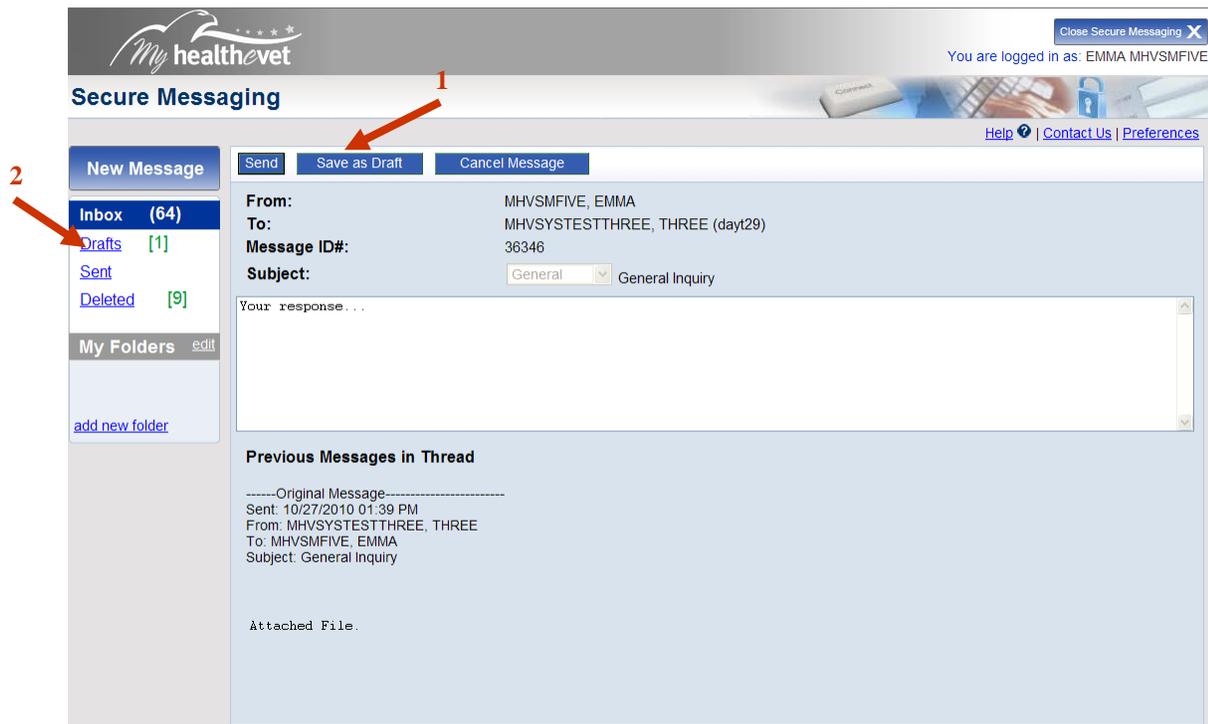
- To delete a message, click the “Delete Message” button. Secure Messaging will move the message to the [Deleted](#) folder located under the “New Message” button on the left side of the screen. **Note:** Messages that are deleted will remain in the Deleted folder for 14 months, then they will be saved to a Secure Messaging database indefinitely.
- To close a message, click the “Close” button on the right side of the screen. Secure Messaging will close the message (it will remain in your Inbox).



Save Messages as Draft

After writing a new message or a response to a message (you must have selected a recipient, Subject, and typed a message), you can save the message as a draft.

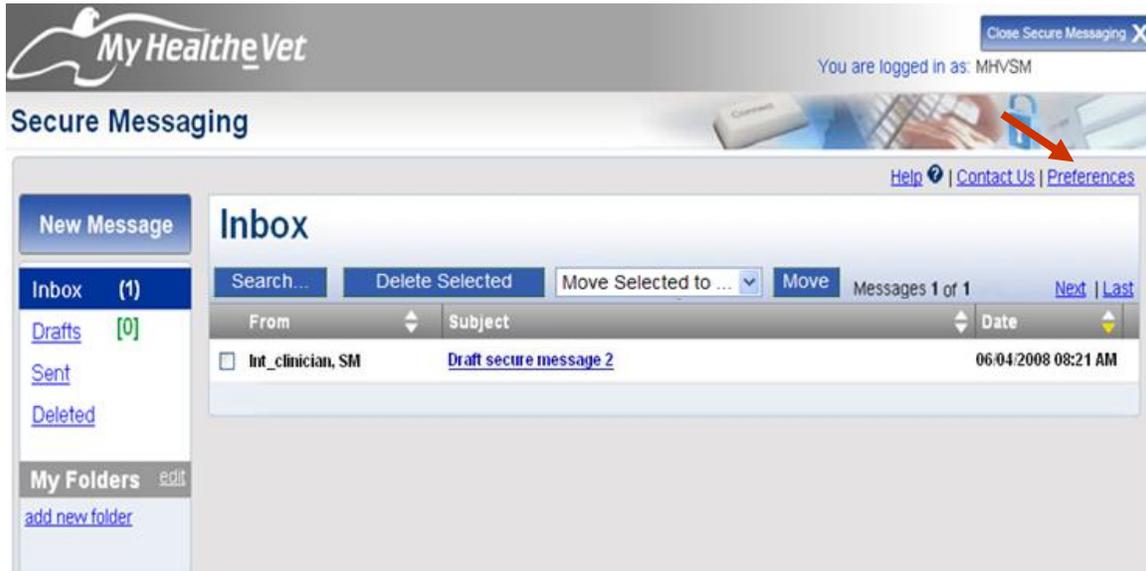
1. Click the “Save as Draft” button.
2. Secure Messaging will save the message in the Drafts folder. In order to retrieve the draft message, click on the [Drafts](#) link under the “New Message” button on the left side of the screen.



User Preferences / Settings

My HealtheVet Secure Messaging allows you to set various preferences within your account.

To access the Preferences section, click the [Preferences](#) link.



New Message Notification

You have the ability to receive an email letting you know when a new message has arrived in your My HealtheVet Secure Messaging account. The email will be a simple message that states you have a message waiting in My HealtheVet Secure Messaging.

1. On the Preferences page under “New Message Notification”, type your email address in the “Email:” field. (If you provided an email address when you registered with My HealtheVet this field will be filled in with that email address. You can make changes to the email address if you wish.)
2. Click the drop-down arrow  under “Notify Me:” to select your preference for when to be notified by My HealtheVet – select either “All messages” to receive a notification with the arrival of every message in your Secure Messaging account, or select “Once daily” to only receive a notification once a day for any messages that arrive in your Secure Messaging account.
3. Click the “Apply” button to save your preferences.

My healthvet

Close Secure Messaging X

You are logged in as: EMMA MHVSMFIVE

Secure Messaging

Help | Contact Us | Preferences

New Message

Inbox (64)

Drafts [1]

Sent

Deleted [9]

My Folders edit

add new folder

Preferences

New Message Notification

Receive email notification of the arrival of new messages.

Email:

Notify Me: Each message

Apply

Participation Status

Press Button to Opt out of Secure Messaging.

Opt Out of Secure Messaging

Signature

Create and edit Signatures for outgoing messages and replies.

Name:

Title:

Include Signature

Apply

Participation Status

You have the ability to change your participation status from Opt In to Opt Out.

On the Preferences page, click the “Opt Out of Secure Messaging” button to change your participation status.

My healthvet

Close Secure Messaging X

You are logged in as: EMMA MHVSMFIVE

Secure Messaging

Help | Contact Us | Preferences

New Message

Inbox (64)

Drafts [1]

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Deleted [9]

My Folders edit

add new folder

Preferences

New Message Notification

Receive email notification of the arrival of new messages.

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Press Button to Opt out of Secure Messaging.

Opt Out of Secure Messaging

Signature

Create and edit Signatures for outgoing messages and replies.

Name:

Title:

Include Signature

Apply

You will be re-directed to the Terms & Conditions page. You must click the radio button next to Opt out and then click the “Submit” button. **Note:** You will be asked to confirm your decision to opt out (click the “Confirm” button).

My healthvet

Close Secure Messaging X

You are logged in as: EMMA MHVSMFIVE

Secure Messaging

Welcome to Secure Messaging

If you agree to the following Terms and Conditions, please select 'Opt In' to enter Secure Messaging

You are currently Opted In to use Secure Messaging

Terms and Conditions

Opt-In (Open a Secure Messaging Account)

Secure Messaging is to be used only for non-urgent, non-life threatening communication. If you have an urgent or life threatening issue, call 911 or go to the nearest emergency room.

Your decision to use Secure Messaging is voluntary and does not affect your ability to contact your facility directly to speak with your health care provider. Secure Messages may be screened by administrative staff before being forwarded to a health care provider.

To participate in Secure Messaging, you must be a VA patient with an active My HealthVet account who has completed the In-Person Authentication (IPA) process. If you close your My HealthVet account or lose your IPA status, you will no longer be able to access Secure Messaging.

I have read the terms and conditions and would like to Opt in

Opt out

Submit Cancel

Once you opt out of Secure Messaging, you will no longer be able to send secure messages to your Health Care Team through My HealthVet. **Note:** If you decide to opt out and then opt back in, any previous messages in your account will not be retrievable.

Signature

You also have the ability to add a signature block to all messages that you send through Secure Messaging.

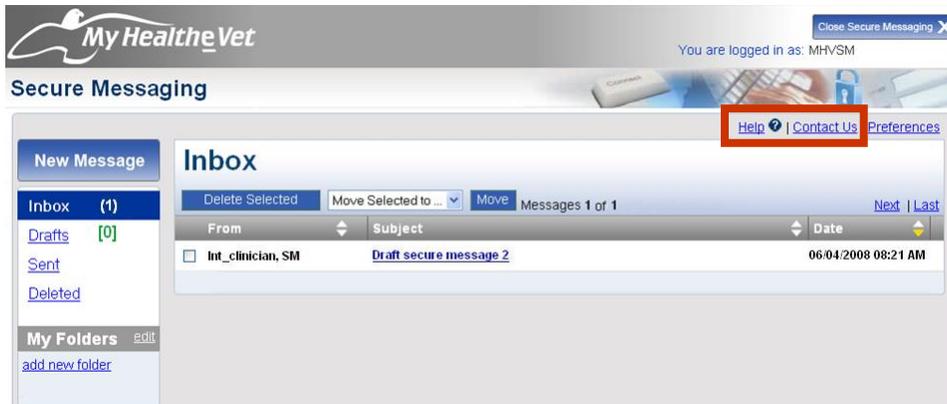
The screenshot shows the 'My healthvet' Secure Messaging interface. The user is logged in as EMMA MHVSMFIVE. The 'Preferences' section is active, showing options for 'New Message Notification' and 'Participation Status'. The 'Signature' section is the focus, with four numbered red arrows indicating the steps: 1. Name field, 2. Title field, 3. Include Signature checkbox, and 4. Apply button.

1. Type your name as you wish it to appear in the signature block (required field).
2. Type a title to be included in your signature (required field).
3. Click the check box next to Include Signature.
4. Click the “Apply” button.

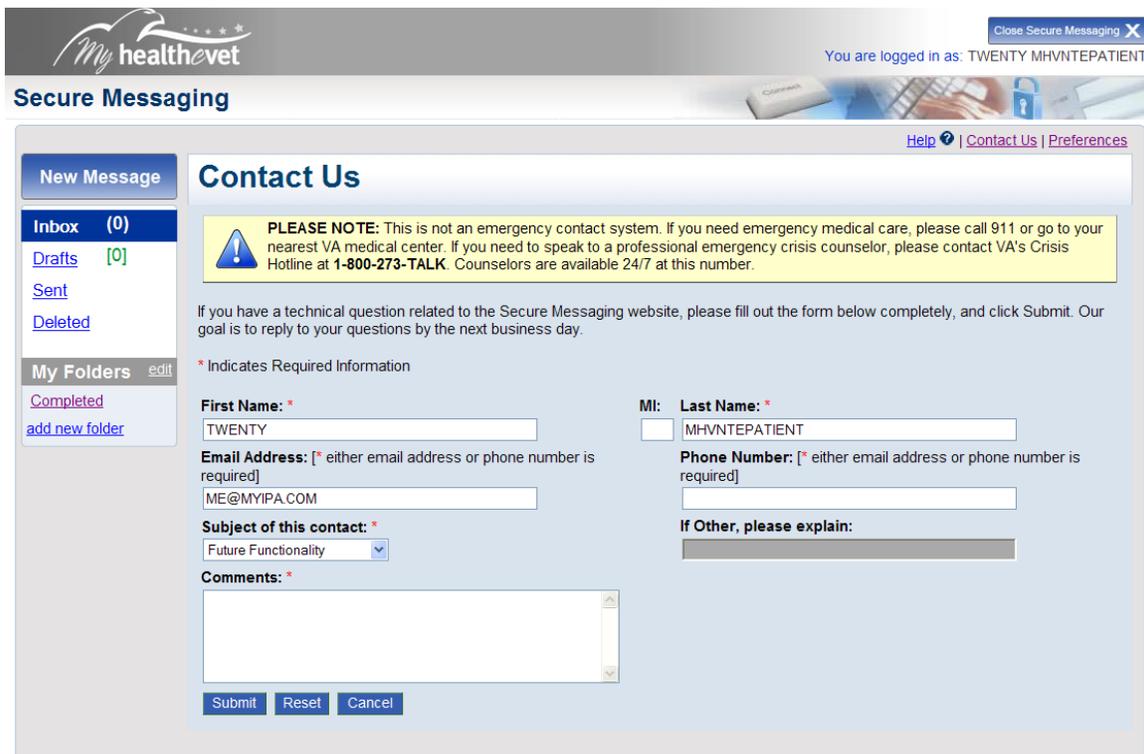
Additional Information on Secure Messaging

***** Remember:** Secure Messaging should be only used for **non-urgent, non-critical** communication.

As with all My HealthVet pages, if you need additional help with using Secure Messaging click the [Help](#)  link located at the top of every screen within Secure Messaging.



And, you can use the [Contact Us](#) link to submit a question / suggestion to the My HealthVet Help Desk.

A screenshot of the My HealthVet Secure Messaging "Contact Us" form. The page title is "Contact Us". In the top right corner, there is a "Close Secure Messaging" button and a login status "You are logged in as: TWENTY MHVNTEPATIENT". Below the title bar, there are navigation links: "Help" (with a question mark icon), "Contact Us", and "Preferences". The "Contact Us" link is highlighted with a red rectangular box. A yellow warning box with a blue triangle icon contains the text: "PLEASE NOTE: This is not an emergency contact system. If you need emergency medical care, please call 911 or go to your nearest VA medical center. If you need to speak to a professional emergency crisis counselor, please contact VA's Crisis Hotline at 1-800-273-TALK. Counselors are available 24/7 at this number." Below the warning box, there is a paragraph: "If you have a technical question related to the Secure Messaging website, please fill out the form below completely, and click Submit. Our goal is to reply to your questions by the next business day." Below this paragraph, there is a note: "* Indicates Required Information". The form has several fields: "First Name: *" with the value "TWENTY"; "MI: Last Name: *" with the value "MHVNTEPATIENT"; "Email Address: [* either email address or phone number is required]" with the value "ME@MYIPA.COM"; "Subject of this contact: *" with a dropdown menu showing "Future Functionality"; and "Comments: *" with a large text area. At the bottom of the form, there are three buttons: "Submit", "Reset", and "Cancel".

Remember: Always log out of your account when you are finished using My HealtheVet.

To log out of Secure Messaging, click the “Close Secure Messaging X” button located at the top of the screen. When you close Secure Messaging, you will be returned to the My HealtheVet website. Make sure your Logout of your My HealtheVet account before walking away from your computer.

