



Online VA Prescription Refill User Guide



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Quick Start Guide to Online VA Prescription Refill

You must be registered as a VA Patient and have an [Advanced](#) or [Premium](#) My HealthVet account to refill VA prescriptions online. Complete the steps below to refill your prescriptions.

Step 1 – Log in to your My HealthVet account

Login

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.

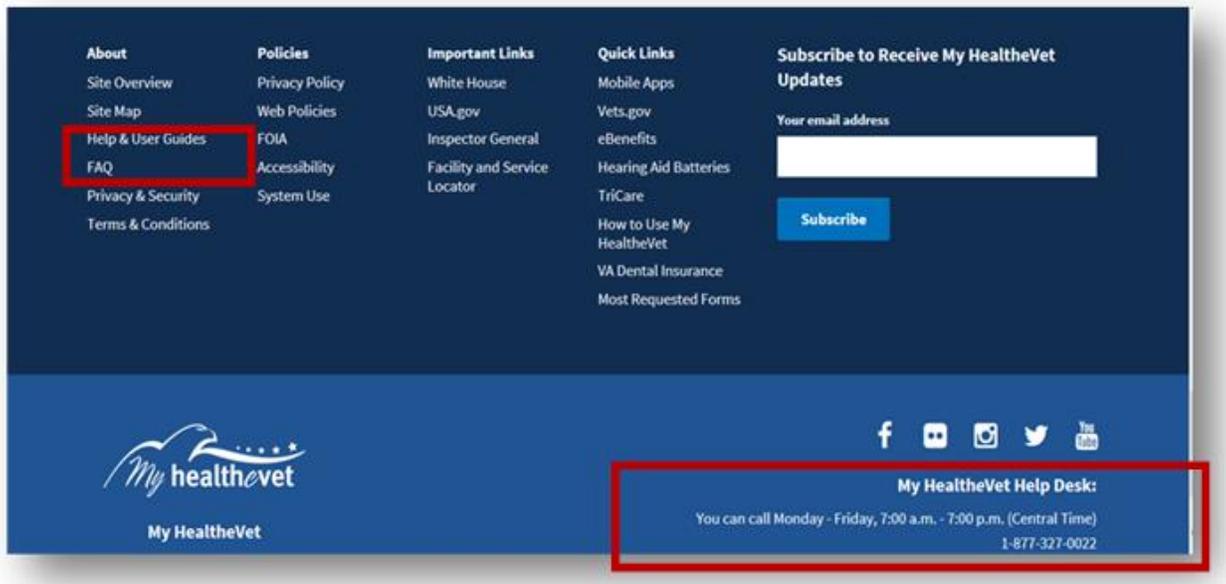
IMPORTANT: Your medicines are delivered to your address in your official VA record. The address entered on My HealthVet is not shared with VA. If you need to update your address in your official VA record, contact your [local VA facility](#).

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Where to Find Help

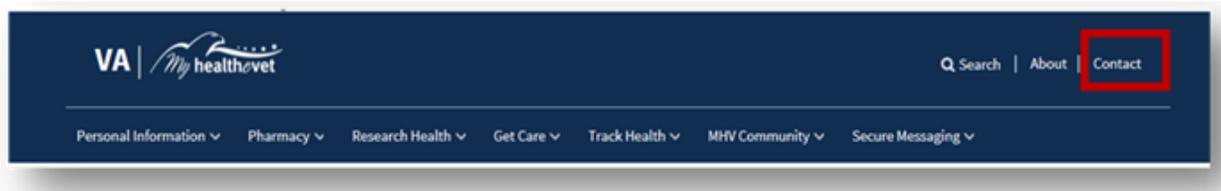
Frequently Asked Questions, Help and Contact My HealthVet

- 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 HealthVet and User Guides for My HealthVet features.



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- c) Select **Contact** to send a message to the My HealthVet Help Desk or contact them using the telephone number above.



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Online VA Prescription Refill – Feature Overview

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

- A My HealthVet [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 HealthVet 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 HealthVet. 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 HealthVet account and need to check that you have registered as a **VA Patient**, you can do the following:

- Log in to My HealthVet
- 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 HealthVet 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](#).

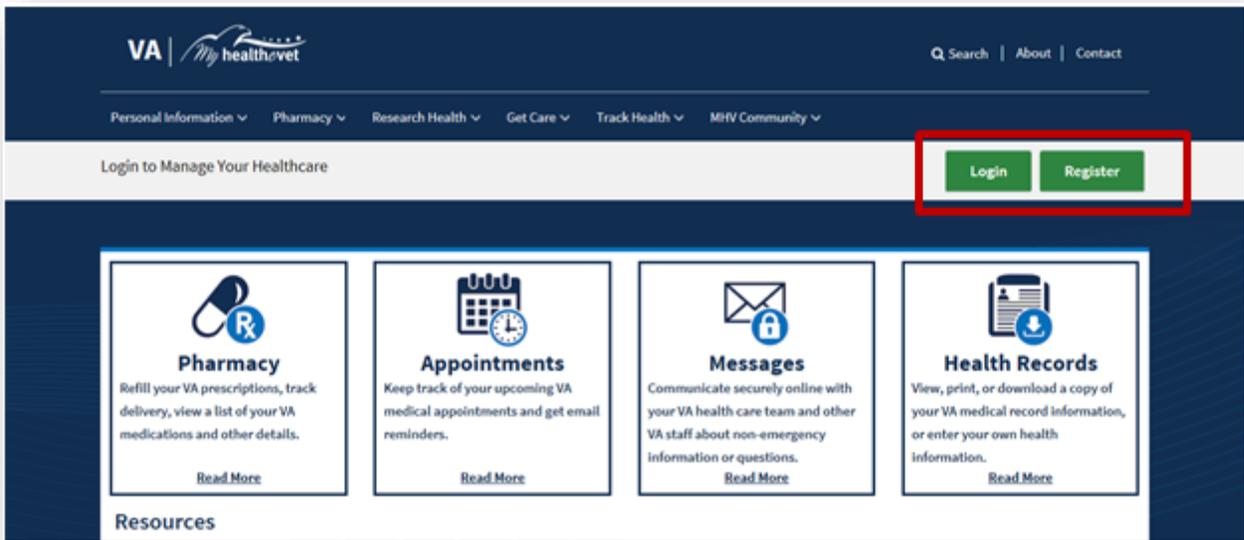
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Getting Started

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

Step 1 – Log in to My HealthVet

Log in to your My HealthVet [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 HealthVet 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.

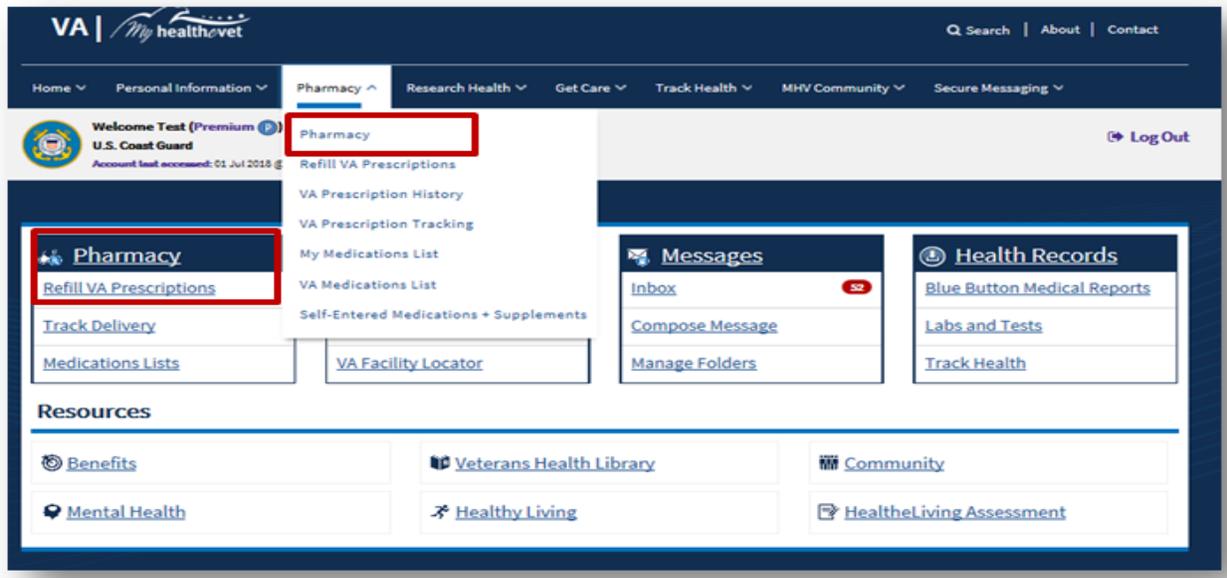


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Step 2 – Access Refill VA Prescriptions Online

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



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When the **Pharmacy** tab in the Dashboard is selected, the system displays the **Pharmacy** page. Select **Refill VA Prescriptions**.

<p>Refill VA Prescriptions</p> <p>Refill and track delivery of your VA prescription medications. Learn more about Rx refills for Veterans today.</p>	<p>VA Prescription History</p> <p>Veterans can review past and current VA-dispensed prescriptions online.</p>	<p>VA Prescription Tracking</p> <p>Prescription Tracking lets you view when your medications are shipped from VA as well as which delivery service is handling your package.</p>
<p>My Medications List</p> <p>Better manage your health care by recording all your VA-dispensed prescriptions, vitamins, and herbal supplements.</p>	<p>VA Medications List</p> <p>Stay up to date with VA Medications Summaries. Registered users can view and download active and expired VA-dispensed prescriptions online.</p>	<p>Self-Entered Medications + Supplements</p> <p>View and self-enter your medications, over-the-counter products, and supplements online in one secure location.</p>

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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.

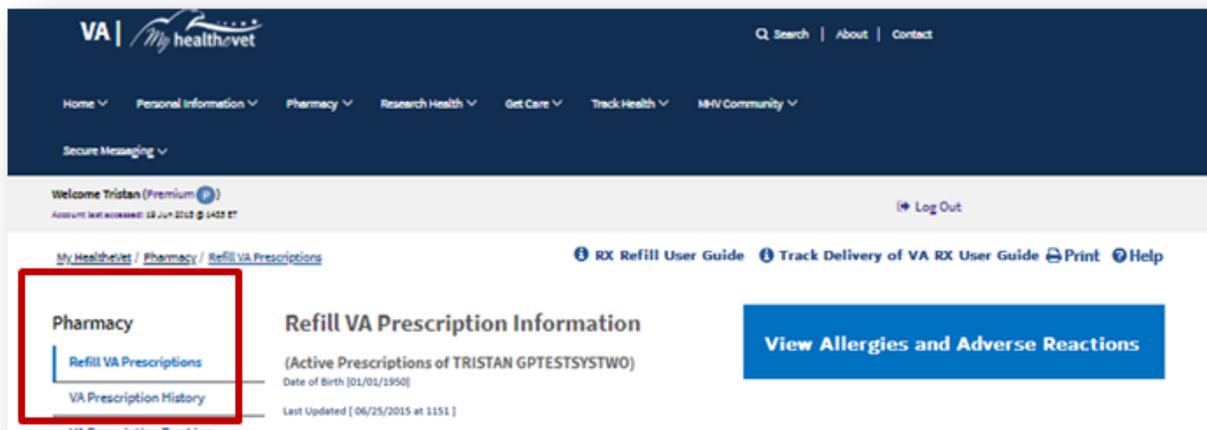
Refill Status	Refill Submit Date	Fill Date	Refill Remaining	Medication Name	Facility	Select to Refill	VA Prescription Tracking
Active: Refill in Process	05/15/2018	05/16/2018	2	SAMPLE MAGNESIUM HYDROXIDE SUSP RX#12641782B	Portland OR VAMC	<input type="checkbox"/>	
Active: Refill in Process	05/05/2018	05/06/2018	2	ALOH/MGOH/SIMTH XTRA STRENGTH SUSP RX#12641779B	Portland OR VAMC	<input type="checkbox"/>	
Active: Refill in Process	03/10/2018	03/11/2018	6	ACETAMINOPHEN 325MG TAB RX#12641778B	Portland OR VAMC	<input type="checkbox"/>	
Active		03/05/2018	3	ASPIRIN 81MG EC TAB RX#12918660B	Portland OR VAMC	<input checked="" type="checkbox"/>	

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.

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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.



The screenshot shows the My Healthvet website interface. At the top, there is a navigation bar with 'Home', 'Personal information', 'Pharmacy', 'Research Health', 'Get Care', 'Track Health', and 'MHV Community'. Below this, a user greeting 'Welcome Tristan (Premium)' is visible. The main content area is titled 'Refill VA Prescription Information' and includes a sub-menu on the left with 'Pharmacy', 'Refill VA Prescriptions', and 'VA Prescription History'. The 'Pharmacy' item is highlighted with a red box. The main content area also displays '(Active Prescriptions of TRISTAN GPTESTSYSTWO)', 'Date of Birth [01/01/1950]', and 'Last Updated [06/25/2015 at 11:51]'. A blue button labeled 'View Allergies and Adverse Reactions' is present on the right side.

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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:



View Prescription History Information
[RX Refill User Guide](#) [Track Delivery of VA RX User Guide](#) [Print](#) [Help](#)

(Historical Prescriptions of KENNY GPKTESTFIVE) SAMPLE

Date of Birth: 05/05/1990
Last updated: 06/25/2015 at 03:53

You may **Track Delivery** of your VA prescriptions filled by the **VA Mail Order Pharmacy** and mailed in the last 30 days. To learn more, visit [Track Delivery](#).

Subscribe to VA Rx shipment notifications on your [Profiles](#) page.

29 items found, displaying 1 to 10

1 2 3 ...

10

Fill Date	Prescription	Status	Facility	Prescription Tracking
07/06/2016	NORFLOXACIN 400MG TAB RX#3636240	Expired	SLC10 TEST LAB	
05/24/2016	NORFLOXACIN 400MG TAB RX#2719489	Expired	DAYT29	
12/23/2015	FLUCONAZOLE 100MG TAB RX#3636133	Expired	SLC10 TEST LAB	

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Detailed information displays for the selected prescription:



View Prescription History Information Detail

(Historical Prescription of KENNY GPKTESTFIVE)

Last updated [07/11/2017 at 01:00]

You are viewing the selected Historical Prescription Information.

SAMPLE

Prescription Number: 3636240

Prescription Name: NORFLOXACIN 400MG TAB

Fill Date: 07/06/2016

Dispensed On:

Status: Expired

Facility: SLC10 TEST LAB

Ordered On: 07/06/2016

Quantity: 10

Refills Remaining: 11

Expiration Date: 07/07/2017

[Return to List](#)

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.

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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.

Add a medication
Refill a prescription

Filter Results

*Indicates Required Information

Source

VA

Self-Entered

Both

Status

Active

Expired

Discontinued

All

Go

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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.

Medication ⌵	Category ⌵	Status ⌵	Start Date ⌵	Stop Date	Pharmacy ⌵
SAMPLE					
MAGNESIUM HYDROXIDE SUSP RX#12641782B	Rx Medication	Active: Refill in Process	03/05/2018	03/06/2019	Portland OR VAMC
ALOH/MGOH/SIMTH XTRA STRENGTH SUSP RX#12641779B	Rx Medication	Active: Refill in Process	03/05/2018	03/06/2019	Portland OR VAMC
ACETAMINOPHEN 325MG TAB RX#12641778B	Rx Medication	Active: Refill in Process	03/05/2018	03/06/2019	Portland OR VAMC

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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.

Row #	Category ▲	Name ⇅	Dose ⇅	Start Date ⇅	Stop Date ⇅	RX Number ⇅	Edit	Delete
1	Herbal	Chocolatey SAMPLE		04/09/2018		778456		
2	Herbal	Fish oil	1 capsule	07/08/2016	07/29/2016			
3	Herbal	Tumeric	2 capsules	08/18/2017				
4	Other	test18.2		03/10/2018				
5	Over-the-Counter	Baby Aspirin	1 tablet	08/18/2017	12/01/2017			
6	Over-the-Counter	Tums		08/12/2017				
7	Rx Medication	LOSARTAN/HCTZ	1 tab	06/24/2016	06/28/2016			
8	Rx Medication	POTASSIUM CL SR	1 tablet	09/17/2017	09/27/2017	787878878		
9	Supplement	apple cider vinegar		07/08/2016				
10	Supplement	Calcium	100	09/17/2017	09/17/2018			

10 items found, displaying all items

[Add New](#)

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.

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Unable to Refill Prescription

If My HealthVet 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.

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VA Prescription Tracking

The Track Delivery feature, in the **Pharmacy** section of My HealthVet, 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.

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