



My HealthVet Quick Guide

Track Delivery of VA Prescriptions



This Quick Guide provides information to help you Track Delivery of your VA Prescriptions. After you register on My HealthVet as a VA Patient, you can access the Track Delivery feature. You must have a VA prescription filled by Consolidated Mail Outpatient Pharmacy. If you do not have a My HealthVet account, take time and [Register Today](#).

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

The VA Mail Order Pharmacy ships to all addresses in the United States and its territories but not to any foreign countries.

To track delivery of your VA prescriptions, you will need to have an Advanced or Premium My HealthVet Account type. For more information about the different account types and what you can view, visit [My HealthVet Account Types](#).

Using the Track Delivery feature, you can track any prescription sent from a VA Mail Order Pharmacy. This may include:

- VA medicine (that was refilled or renewed)
- Other products/supplies processed by the VA Mail Order Pharmacy

Some medicine may require close medical patient follow-up. These medicines are not sent through a VA Mail Order Pharmacy. As such, they are not able to be tracked. Most prescriptions, however, are handled by a VA Mail Order Pharmacy and can be tracked.

A **View Prescription Tracking Information Detail** page lets you view information about a specific prescription you may want to track. It also shows a list of other prescriptions that may be included in your package.

If a prescription is tracked for delivery, you may view the delivery status of a package for 30 days after shipment. This includes the prescription you are tracking and other items delivered in the same package.

Getting Started...

- Log into your My HealthVet account.
- Select the red **Pharmacy** tab at the top of the page. This will take you to the Pharmacy landing page. Select the **Prescription Track Delivery** icon/image. The **View Prescription Tracking Information** page displays.
- If the VA Mail Order Pharmacy has sent you a prescription in the last 30 days, the **Prescription Tracking** column will display with a red **Track Delivery** button on the same row as the mailed prescription.
- Select the red **Track Delivery** button. This takes you to the **View Prescription Tracking Information Detail** page. Here, you will find detailed tracking information on your VA prescription.
- To view shipment information, select the **Tracking Number** displayed as a link. This will take you to the delivery service website. Here, the carrier will display the delivery status of your prescription package.

Visit our [Frequently Asked Questions](#) page. This page has questions and answers that may help you understand more about this feature.