Ask a Pharmacist App

Quick Start Guide

VA

U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

August 2016

Overview

The Department of Veterans Affairs (VA) Ask a Pharmacist mobile application (app) allows Veterans to access information about VA pharmacies and medications easily – with the comfort of knowing the information is valid and from trusted sources. Some Ask a Pharmacist App features conveniently connect you to special tracking or messaging features in My Health*e*Vet where you can access your medication and health information as well as learn about pharmacy-related topics.

1

Prerequisites

Anyone can access the informational resources about medications in the Ask a Pharmacist App. However, to use some of the features the Ask a Pharmacist App helps you learn about, you must be a Veteran receiving VA care and have an Advanced or Premium My Health***e***Vet account. The Ask a Pharmacist App allows you to easily link to features within My Health***e***Vet, but does not duplicate them or allow them to operate within the app itself.

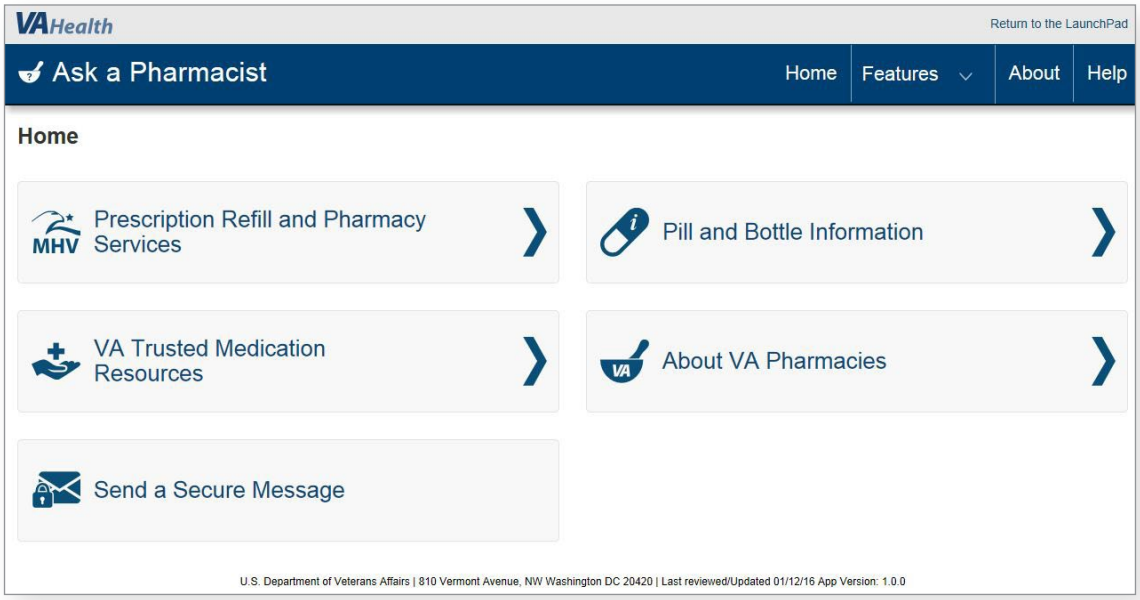
2

Setting up a My Health*e*Vet account for seamless connection with the app

Some Ask a Pharmacist App features conveniently connect you to tracking or messaging features in My Health***e***Vet where you can access your health information. However, you have to be a Veteran receiving VA care and have an Advanced or Premium My Health***e***Vet account to use these features. To take full advantage of VA's health care tools and ensure your app seamlessly connects to My Health***e***Vet, be sure your My Health***e***Vet account type has the level of access you need to use the features in My Health***e***Vet - which is a Premium account. Here is an overview of the process to create and upgrade a My Health***e***Vet account:

1. Create a Basic My Health***e***Vet account by completing the ***registration page***. When you register as a VA Patient, your profile information is linked to VA/DoD records. When this happens, you are given an Advanced Account (an Advanced Account is required to refill prescriptions).
2. Once successfully registered with an Advanced Account, you can choose to upgrade to a Premium account to get access to all the features in My Health***e***Vet.

To learn more about the My Health***e***Vet ***account types***, read the complete steps for ***upgrading your account*** and access the ***VA Release of Information*** (ROI) form (10-5345a-MHV). Then when you select the link within the Ask a Pharmacist App that takes you to these special features in My Health***e***Vet, you will be asked to log in with your User ID and Password. If you have already logged into My Health***e***Vet in the same session you are using the Ask a Pharmacist App, you will not have to log into My Health***e***Vet again, unless you have been inactive in My Health***e***Vet for 20** minutes. (**As of January 2016, the timeout for inactivity is 20 minutes, and this is subject to change.)



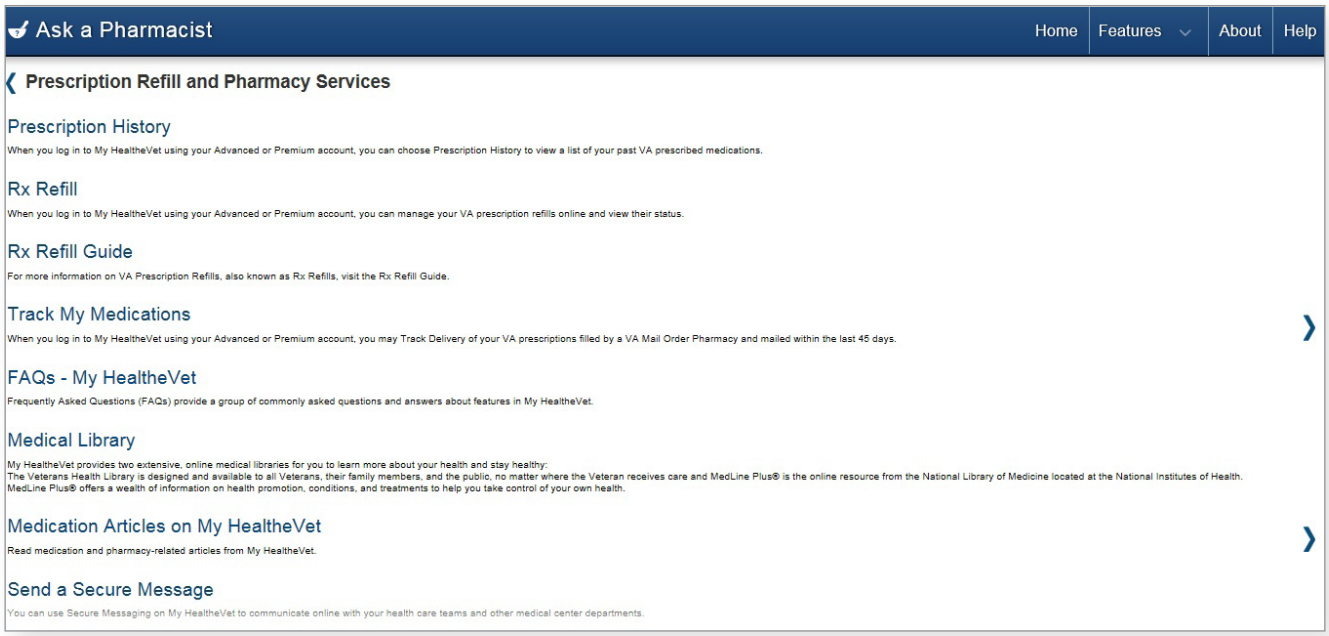
3

Prescription Refill and Pharmacy Services

Learn about prescription refill and pharmacy services, including the ability to refill and track your VA prescriptions. You can access this information either on the Home screen or from the Features drop-down menu, and then tap **Prescription Refill and Pharmacy Services**. You will go to a Prescription Refill and Pharmacy Services screen, and tap on the names of the kinds of services you would like to access:

- Prescription History
- Rx Refill
- Rx Refill Guide
- Track My Medications
- FAQs-My Health*e*Vet
- Medical Library
- Medication Articles on My Health*e*Vet
- Send a Secure Message

Most selections will direct you to an external website, which will usually be My Health*e*Vet. To return to the Home screen, tap either **Home** or the back arrow in the upper left corner of the screen.



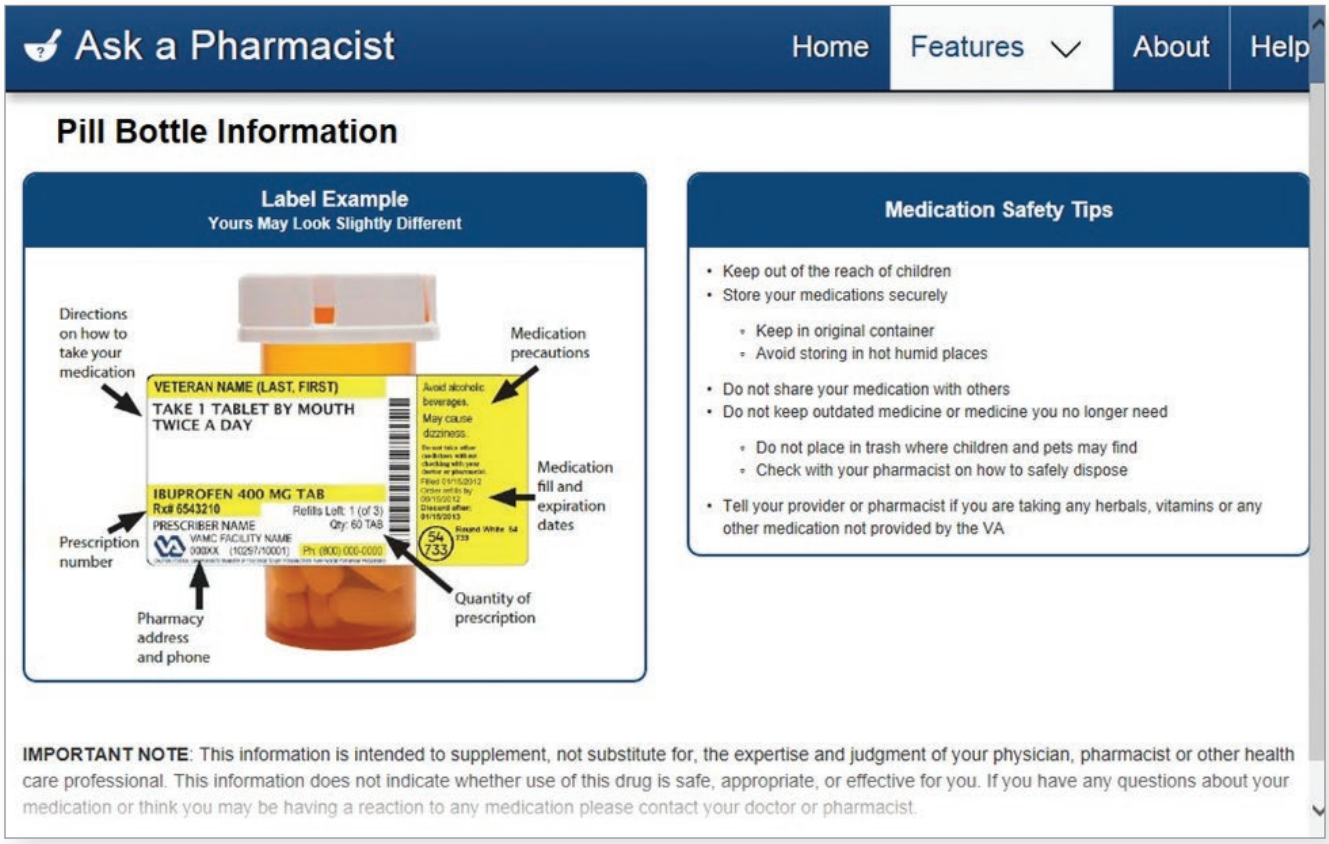
4

Pill and Bottle Information

Learn how to read a prescription label and identify pills by sight by accessing **Pill and Bottle Information**. You can access this information either on the Home screen or from the Features drop-down menu by tapping Pill and Bottle Information. You will go to a Pill and Bottle Information screen. Tap the name of the type of information you would like to view:

- Pill Bottle Information
- Pill Identification

Depending on the information you tap, you may go to an external website. To return to the Home screen, tap either **Home** or the back arrow in the upper left corner of the screen.



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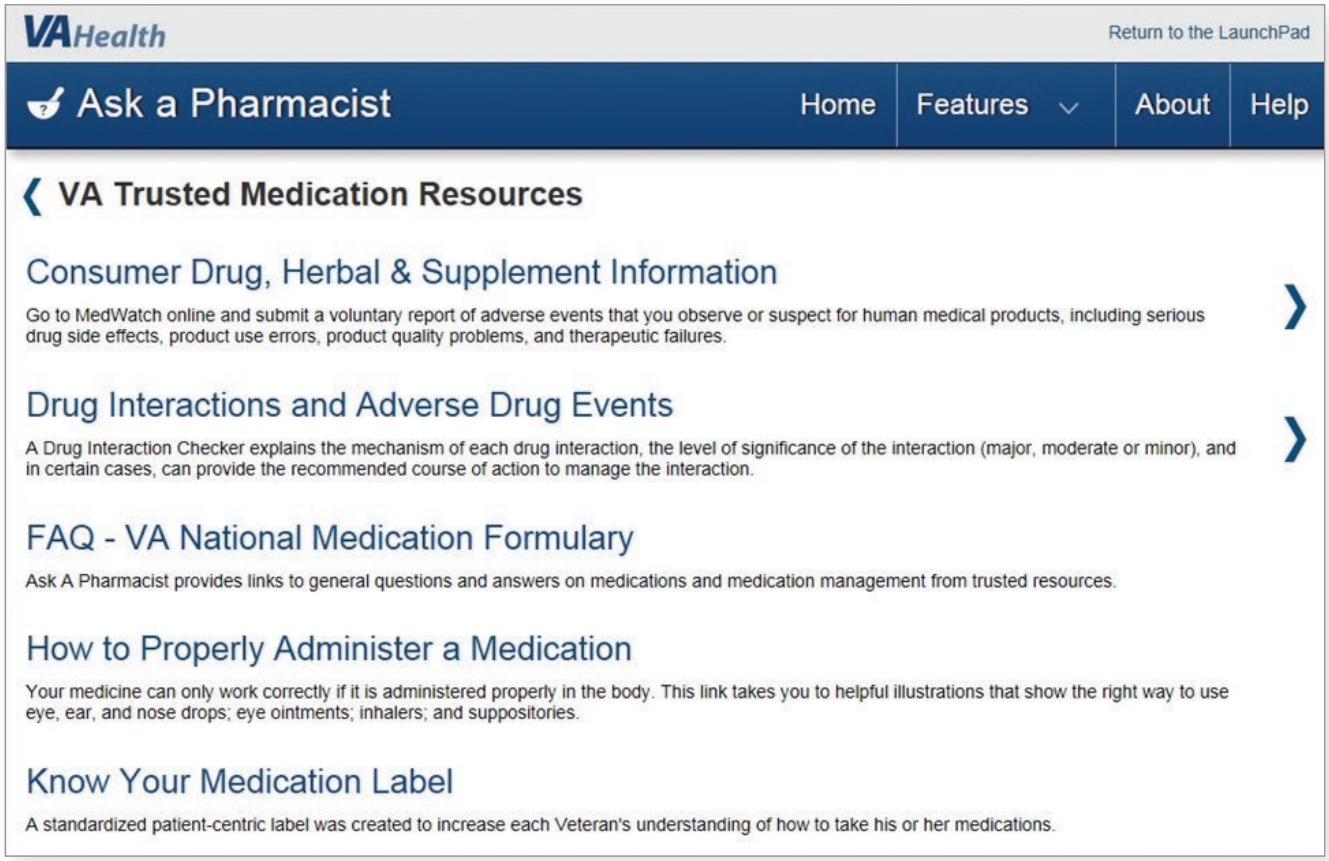
VA Trusted Medication Resources

Access reliable, VA-approved resources about various types of drugs as well as information on administering and disposing of medications that you may be taking. You can access this information either on the Home screen or from the Features drop-down menu, and then tap **VA Trusted Medication Resources**. You will go to a VA Trusted Medication Resources screen. Tap the name of a resource you would like to learn more about:

- Consumer Drug, Herbal & Supplement Information
- Drug Interactions and Adverse Drug Events
- FAQ-VA National Medication Formulary
- How to Properly Administer a Medication
- Know Your Medication Label
- Medication Disposal
- Pill Identification

Depending on your selection, you may go to an external website. To return to the Home screen, tap either **Home** or the back arrow in the upper left corner of the screen.



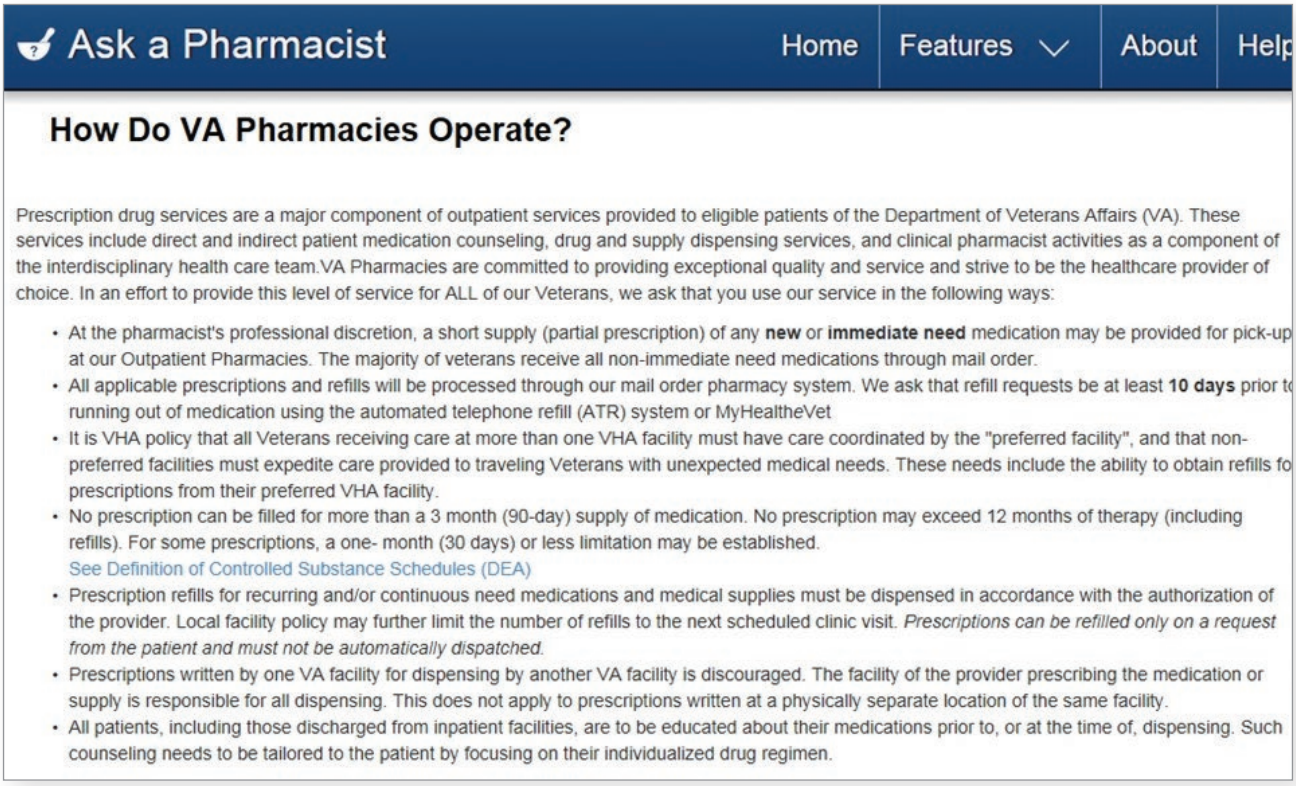
6

About VA Pharmacies

Easily locate your VA pharmacy, and learn how VA pharmacies operate. You can access this information either on the Home screen or from the Features drop-down menu, and then tap **About VA Pharmacies**. You will go to an About VA Pharmacies screen. Tap on the information you would like to view:

- Find My Facility
- How VA Pharmacies Operate
- How VA Pharmacists Help Veterans

Depending on your selection, you may go to an external website. To return to the Home screen, tap either **Home** or the back arrow in the upper left corner of the screen.



7

Send a Secure Message

Secure Messaging is a feature available within My Health*e*Vet that allows you to send a secure, protected question or note to your VA care team. The Ask a Pharmacist App links to information about this feature within My Health*e*Vet. You can access this information either on the Home screen or from the Features drop-down menu, and then tap **Send a Secure Message**. You will go to a page on the My Health*e*Vet website where you can learn more.

In order to send a Secure Message, you have to have a My Health*e*Vet Premium account, and then log into My Health*e*Vet with your credentials to use the feature within the site.

Help and Additional Information

More resources, such as a User Manual, Slideshow and FAQs, are available at ***mobile.va.gov/app/ask-a-pharmacist***.

If you need help with the Ask a Pharmacist App, dial 1-877-470-5947 to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711. For clinical questions regarding your personal medical information, please contact your VA care team.

You should never use this app in an emergency. If you encounter an emergency, call your local medical center or dial 911. If you feel your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: ***http://www.va.gov/directory/guide/home.asp?isflash=1***.