Please remember to mute your speakers.

VA Mobile Discussion Series

For audio, please dial in using VANTS: 1-800-767-1750  pc: 32523#

Thank you for joining. We will begin shortly.
Rx Refill App

VA Mobile Discussion Series
August 24, 2017
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VA Pharmacy Benefits Management
The Department of Veterans Affairs (VA) Rx Refill mobile application (app) allows you to request refills of your refillable VA-issued prescriptions, track VA prescription deliveries, view VA prescription history and access additional medication information on My HealtheVet from the convenience of your mobile device.
Veteran at his kitchen table...
Rx Refill in the VA

- **Phone**
  - AudioCare
  - Call Centers
    - Local
    - Pharmacy Care Center
    - VCCM
  - Local VAMC Pharmacy (non call center)

- **Online**
  - My HealtheVet – online Rx refill or send a secure message
  - Vets.gov
    - *Rx Refill Mobile App*

- **In Person**
  - At VAMC Pharmacy window
  - At VAMC Clinic

- **Mail-in** prescription labels to VAMC Pharmacy
- **VA Rx filled/refilled at non-VA Pharmacy**

All online refill requests converge thru My HealtheVet
About and Help

MobileAppVeteran, One

Medication Information on My HealtheVet

This app is for medication refills. It is not a complete list of your medications. If you have any questions, contact your local VA facility.

My Complete Medication List

The medication information available may not be a complete list of your medications. If you have any questions, contact your local VA facility.

Blue Button Download

The medication information available may not be a complete list of your medications. If you have any questions, contact your local VA facility.

Health Summary (VA Continuity of Care Document)

The medication information available may not be a complete list of your medications. If you have any questions, contact your local VA facility.

FAQs - My HealtheVet

Frequently Asked Questions (FAQs) provide a group of common questions and answers.

Medical Library

My HealtheVet provides a wealth of information on health promotion, conditions, and treatments to help you take control of your own health.

About

Application Name: Rx Refill Mobile Web Application

Version Number: 2.0.0

Developed By: U.S. Department of Veterans Affairs

National Release Date: 2017

Application Description:

The Rx Refill mobile application allows authorized health care providers to view and manage medication information such as refill requests and orders. This application provides a secure and convenient way for patients to manage their medication information.

Help

Browsers:

- Internet Explorer 11 and higher
- Safari 7 and higher

Help Desk:

If you need assistance with the Rx Refill Mobile App, dial 1-877-476-0947 to speak with a Help Desk Representative. The Help Desk is open Monday - Friday from 7 a.m. to 7 p.m. CST. For TTY assistance, dial 711. If you have questions about your VA health record, visit mobile.va.gov/medlineplus or call 1-800-363-0975 for assistance. Mobile App Training: Please visit mobile.va.gov/medlineplus and search for the Rx Refill Mobile App to access training materials.

Emergencies:

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To identify your local VA facility, visit VA’s Facility Locator here, or by copying and pasting the following link into your browser: http://www.va.gov/VRICID. Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911. Veterans Crisis Line: 1-800-273-8255 Press 1.

General Feedback to VA:

https://mobile.va.gov/apps/rx-refill

Close
Available for iOS, Android and Windows operating systems and is support by these internet browsers:

- Internet Explorer 11 and higher
- Safari 7 and higher
- Firefox 36 and higher
- Google Chrome 40 and higher
Refillable VA Medications

The Rx Refill App works with My HealtheVet.

With the Rx Refill App, requesting a refill of your VA prescriptions is as simple as clicking a button.
An **Important Information** pop-up box appears the first time you access each feature during a session. It informs the user of potentially missing information and to discuss any concerns with their healthcare team.

The prescription(s) listed may not be a complete list of the medications you are taking. Please take your medication(s) as instructed by your provider. If you have questions about the prescription(s) listed on your medications, contact your healthcare team.

The medications you are taking may have a prescription status of Active, On Hold, Discontinued, or Expired.
Getting to know the screen

Each feature shows the **number of viewable entries**, such as the list of prescriptions available for refill or tracking.
Getting to know the screen

Each feature’s page gives the user the ability to see additional entries upon scrolling.
Refillable VA Medications

Tap **Sort** to view the list alphabetically by medication name, by facility or by last fill date.

The default sort is currently by medication name.
Refillable VA Medications

Tap “See Details” beneath the prescription you’re interested in refilling, and you will go to a Refill Details screen with more information.
Refillable VA Medications

If you would like to request a refill, tap Request Refill > A pop-up confirmation box will appear asking if you’re sure you would like to refill the medication.
Refillable VA Medications

Tap **No** if you do not want to refill the medication, and you will return to the Refill Details screen. Tap **Yes** if you would like to refill the medication.
A pop-up box will appear to let you know the **refill was successfully submitted**.

Tap **OK**, and you will return to the Refillable VA Medications screen.
After you’ve requested a refill of a VA medication, the medication’s status will change to **Refill in Process** and no longer appear in your list of “Refillable Medications.”

The number of refillable VA medications will be reduced accordingly.
Refillable VA Medications

If the VA prescription Refill was not successfully submitted, you will receive an error message.
Refillable VA Medications

Selecting OK will display information on why the refill was not refilled and guidance on getting assistance.
Responsive design

Hamburger Menu for mobile desktop allows user to easily navigate back to home page features, such as Pill and Bottle Information.
Track VA prescription package deliveries from VA Mail Order Pharmacies.
Once again, an **Important Information** pop-up box appears the first time you access each feature during a session. It informs the user of potentially missing information and to discuss any concerns with their healthcare team.
View current and past (last 45 days) shipments of trackable VA prescriptions you refilled using the app as well as VA prescriptions you refilled using the My Heath tome website.

Ability to sort based on **Medication** and **Facility**.
Tap **See Detail** beneath the VA prescription you’re interested in tracking, and you will go to a Tracking Delivery Details screen.
Track Delivery has an additional important information pop-up before entering the detail view. The user can check a box to remove this from appearing again.
Track Delivery Details include the same prescription information, tracking information and past shipments as shown on My Health
eVet Track Delivery.
Tap **View Image**, and a pop-up Prescription Identification and Details box will appear.
This includes an image of the medication as well as information including the medication’s pack type, VA Print Name, Shape, Color, Front Imprint and Back Imprint.

**Note:** Image disclaimer
Track Delivery

View other VA prescriptions that were included in your delivery package.
Tap the **tracking number**, and a pop-up box will appear to notify you that you are leaving the Rx Refill App to go to an external website. You will go to the website of the delivery service for the specific package (i.e., USPS, FedEx, etc.).
View VA prescription history and detailed prescription information.
Tap **Sort** to view the list alphabetically by medication name, by facility or by prescription status.

The default sort is currently by **last refill shipped**.
Tap **See Detail** beneath the VA prescription you’re interested in learning the history of, and you will go to a Prescription History Details screen.
Tap **Home** on the horizontal navigation bar at the top of the screen, Tap the back arrow to return to the Prescription History screen.
Features: Medication Information

Access links to the My HealtheVet website where you can view additional medication information available to you.
Access links to the My HealtheVet website where you can view additional medication information available to you.
Responsive design

Hover-over text for mobile desktop to **preview** content before selection.
Rx Refill Tools....

Coming with release!!

- User Manual
- Quick Start Guide
- Slideshow
- FAQs
Questions?
Thank you!

What future topics would you like to discuss?

Let us know by providing feedback at this link:

https://www.surveymonkey.com/r/PBRN9CK