



My VA Health App

Quick Start Guide

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

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Overview

The Department of Veterans Affairs (VA) My VA Health App allows you to access your official VA medical record and enter information about your health. With the app, you can store contact information and health and military histories, as well as record your wellness goals, monitor your mood and create entries about a variety of health topics. You can also set reminders about appointments or to create new health entries so you remember to track your health.

These are the app's core features:

- **My Profile** – Store military and occupational history.
- **My Story** – Reflect on values and goals, and rate your state of health and wellness.
- **My Medical** – Create appointment plans, store medical history, and record symptoms and medical events.
- **Personal Trackers** – Enter and track health items (e.g., diet, exercise, glucose).
- **My Reminders** – Set reminders for appointments, medications and more.
- **Notifications** – Receive notifications from VA based on data in the app.
- **Contacts** – Store health care, personal and insurance contacts and record when you last communicated with them.
- **Assessments** – Assess your health and rate your hospital and outpatient care.
- **Images and Documents** – Save files related to your health or military service.
- **Health Report** – Create a report from data in the app.

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Prerequisites

To use the My VA Health App, you must:

- Be enrolled in VA health care.
- Have a DS Logon Level 2 (Premium) Account – The Mobile Blue Button App within the My VA Health App can access your VA Electronic Health Record (EHR) and therefore, for your security, requires a DS Logon Level 2 (Premium) Account.
 - If you do not have a DS Logon Level 2 (Premium) Account, or you are not sure, visit mobile.va.gov/dslogon for more information.

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Getting to Know the Screen

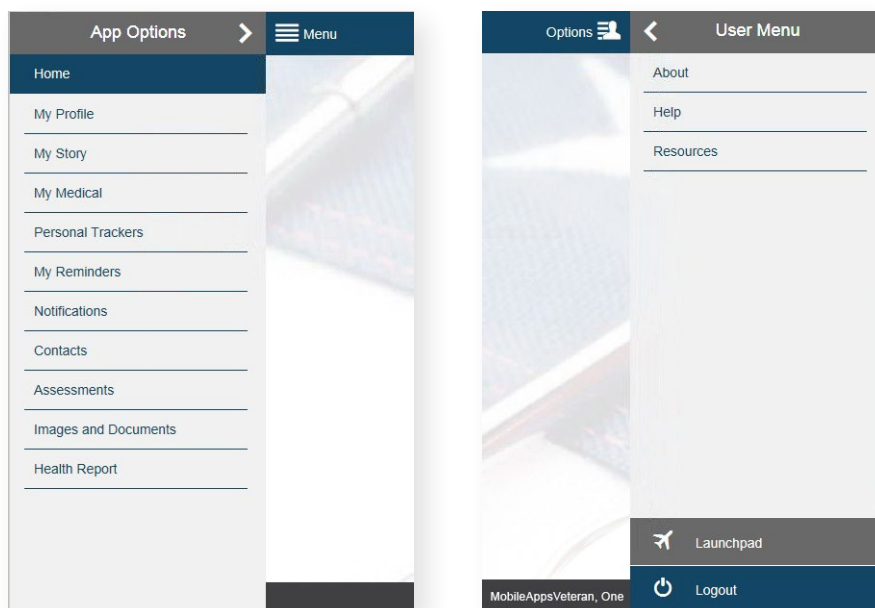
When you log into the My VA Health App, you will see a Home screen that shows you:

- The app's notifications – See a quick count of your unread notifications received in the last 30 days, and tap to quickly access the Notifications feature of the My VA Health App.
- A Mobile Blue Button (MBB) App icon (blue icon with white down arrow centered at the bottom) – Tap the MBB icon to access your VA electronic health record. For instructions on how to use the Mobile Blue Button App, access training materials here: mobile.va.gov/app/mobile-blue-button.

There are also two menus to help you navigate the app:

- Menu (four-line icon in upper left corner) – Slide-out menu that allows you to access Home, My Profile, My Story, My Medical, Personal Trackers, My Reminders, Notifications, Contacts, Assessments, Images and Documents and Health Report.
- Options (four-line icon with silhouette in upper right corner) – Slide-out menu that allows you to access About, Help, Resources, Launchpad and Logout.

Tap on the icons, and the menus will slide out from the sides of the screen. To close the menus, tap the menu icons again.



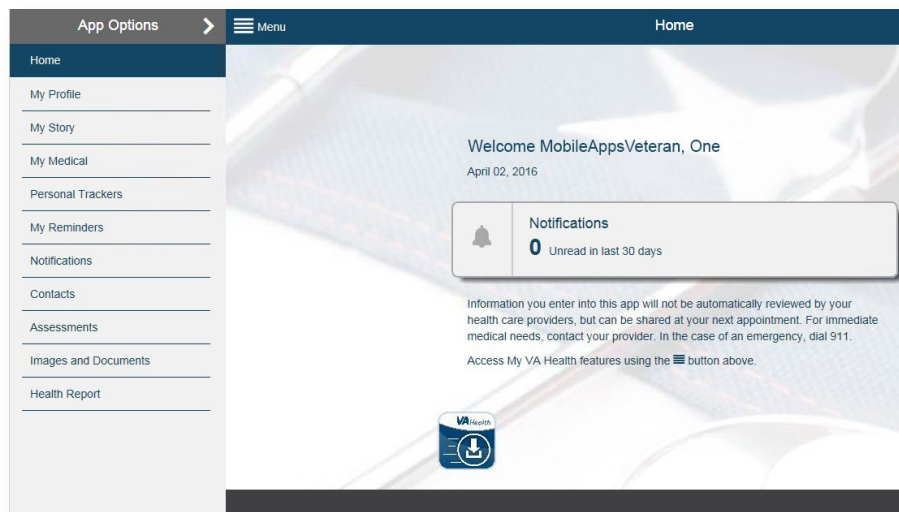
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My VA Health App Options

The Menu allows you to access My VA Health's core features. Tap **Menu** (four-line icon in upper left corner), and a slide-out menu will appear. Tap the feature you would like to use:

- **Home** – View a count of unread notifications received in the last 30 days and quickly access Notification.
- **My Profile** – Store your contact information and add any military or occupational history data you would like to save for future reference.
- **My Story** – Reflect on your personal values, rate your current state of health and wellness in comparison to your long-term goals, and reflect on areas for improvement.
- **My Medical** – Create appointment plans; maintain a diary of any medical-related symptoms; and record medical events including hospitalizations, surgeries, diagnoses, allergies, medications, as well as medical history including both family and pregnancy history.
- **Personal Trackers** – Enter and track information about a variety of health-related items over time (e.g., blood pressure, diet, exercise, glucose, mood, pain, sleep, stress, weight).
- **My Reminders** – Manage appointments, preventive service (provider-recommended due dates for screenings and vaccinations), medication and other reminders.
- **Notifications** – Receive notifications from VA (messages, instructions, encouragements or educational items) or My VA Health notices (reminder messages generated by features within the app, including My Reminders, Assessments and the Goals component of My Story). **NOTE:** Notifications can be delivered in the app and/or via email. See the **Turning notifications on or off section of this Quick Start Guide for instructions on how to select the delivery method.**
- **Contacts** – Enter your health care, personal and insurance contacts, as well as log communications you have had with them.
- **Assessments** – Assess your health, as well as hospital and outpatient care.
- **Images and Documents** – Save photos and documents related to your military service or health care.
- **Health Report** – Create a report by selecting data sections from within the app.

Each feature in the My VA Health App is broken out into subcategories, which will expand into another menu when you tap the category you would like to view. Tap on a subcategory to view the information, which will appear in the right pane of your screen. Most have options for you to filter information, or add or update information into the app.



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Creating Entries

Each feature in the My VA Health App is broken out into subcategories. Most of these categories allow you to enter your health and wellness information related to the subcategories' topic. As you are viewing a My VA Health App feature, tap the subcategory you would like to view. The details of the subcategory will appear in the right pane of the screen. Tap the **+** in the upper right corner of the screen, and you will go to a screen that allows you to enter your information. Each entry's fields will vary depending on the feature, but here are the options you may see:

- Names/Notes – Type the data or comments into the box.
- Categories – Tap the bar under the heading, and a drop-down menu will appear. Tap the option you would like to select.
- Dates – Either (1) type the date in MM/DD/YYYY format, or (2) tap the calendar icon. A pop-up calendar will appear. Scroll to select the month, day and year. Tap **Set**.
- Status – Tap the bubble next to options.
- Scale – Slide the dot along the bar to indicate measurement or assessment.
- Attaching Files – Tap **Attach File**, and attach an image or document from your device to upload.

Tap **Save**.

The screenshot displays the 'Add Symptom Diary Entry' form within the 'My Medical' app. The form includes the following fields and controls:

- Date:** 04/02/2016 (with a calendar icon)
- Time:** 01:06 PM (with a refresh icon)
- Symptom Name:** Headache
- Duration:** Hours: Select, Minutes: Select
- Intensity (1=Mild, 10=Severe):** A slider bar with a dot at 6.
- Trigger:** something I ate (235 characters left)
- Treatment:** ibuprofen (241 characters left)

The bottom of the screen shows the user is logged in as 'MobileAppsVeteran, One'.

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Using Filters

Most of the My VA Health App features allow you to filter information to narrow down or expand the data you would like to view. The filters vary depending on the feature, but here are the options you may see:

- Dates – Either (1) type the date in MM/DD/YYYY format, or (2) tap the calendar icon. A pop-up calendar will appear. Scroll to select the month, day and year. Tap **Set**.
- Categories – Tap the bar under the heading, and a drop-down menu will appear. Tap the option you would like to select.
- Status – Tap the circle next to status category.

To sort data by the filters you set, tap **Apply**. To return to all data after sorting, tap **Reset**.

NOTE: The date ranges must not exceed one year.

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Turning Notifications On and Off

Some of the features allow you to create notifications (e.g., My Reminders, Personal Trackers, Assessments and the Goals component of My Story). On these features' screens, tap **Notification**. You will go to a Notification screen, and tap the circle next to either On or Off. If you select Off, the screen will become gray, and the fields will not be able to be edited. If you select On, fill out the fields:

- Start Date – Either (1) type the date in MM/DD/YYYY format, or (2) tap the calendar icon. A pop-up calendar will appear. Scroll to select the month, day and year. Tap **Set**.
- Notify Me – Tap the bar under the heading, and a drop-down menu will appear. Tap either **Daily**, **Weekly** or **Monthly**.
- Notification Time – Type the time in HH:MM AM/PM format.
- Notification Delivery – Tap to check the box(es) next to In-App and/or Email.

Whether you are turning on or off the notification, tap **Save**.

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Creating Reminders

My Reminders allows you to set reminders for appointments, preventive service (provider-recommended due dates for screenings and vaccinations), medication and other health-related items. When you are viewing a My Reminder subcategory, tap the **+** in the upper right corner of the screen. You will go to an Add Reminder screen. The fields will differ depending on the reminder you are creating, but here are the options you may see:

- Names/Titles/Locations – Type the names into the box.
- Notes/Reasons – Types comments and explanations into the box.
- Status – Tap the circle next to On or Off.
- Dates – Either (1) type the date in MM/DD/YYYY format, or (2) tap the calendar icon. A pop-up calendar will appear. Scroll to select the month, day and year. Tap **Set**.
- Notify Me – Either tap (1) the bar to select from the drop-down menu options, or (2) tap the box next to the day on which you would like to receive your notification.
- Notification Delivery – Tap to check the box(es) next to In-App and/or Email.

Whether you are turning on or off the reminder, tap **Save**.

The screenshot displays the 'Add Appointment Reminder' interface. On the left, a sidebar lists reminder categories: Appointments, Medications, Preventive Services, and Other. The main content area is titled 'Add Appointment Reminder' and contains the following fields:

- Appointment Date:** 04/11/2016 (with a calendar icon)
- Appointment Time:** 02:00 PM (with a clock icon)
- Provider:**
 - First Name: Doctor
 - Last Name: Doctor
- Clinic/Organization Name:** VAMC
- Facility/Location:** VAMC
- Reason:** annual check-up
- Phone:** (###) ###-####
- Note:** Remember to ask doctor about back pain. (211 characters left)
- Notification:**
 - Status: On Off

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Taking Assessments

Take assessments about your health, as well as hospital and outpatient care. When you are viewing the Assessments feature, tap the assessment you would like to take from the Assessment List. The assessment will appear in the right pane of the screen, and tap **Start Assessment**. You will be presented with one multiple-choice question per screen, and tap the circle next to the answer you would like to choose (for answers with boxes next to them, you can select every option that applies to you). Tap **Next** to proceed to the next screen. When you have reached the end of the assessment, tap **Submit**. A pop-up Submission Confirmation box will appear. Tap **Submit** to submit and save your answers officially (you cannot change your answers after this point). While taking the assessment, you can tap **Back** to go to previous questions that have been asked. You can also tap **Save Draft** to save the assessment with the answers entered thus far and return to it later.

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Generating Health Reports

You can create a report from the data you have stored in the My VA Health App. The data can include health care summaries (most recent vital sign entries and overviews of selected personal and medical data), detailed personal and medical data (with categories of data you select), and tracked data (data within a selected date range). When you are viewing the Health Report feature, tap boxes next to the types of information you would like to include in your health report. Tap **Generate Report**, and your health report will download to your device as a PDF. Save or print as you would most documents.

Help and Additional Information

Additional Training Materials for the My VA Health App

More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on mobile.va.gov/appstore, and search for the app to access the resources. To access Training Materials from within the app, tap **Options** (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Help** > A pop-up Help box will appear > Tap the **Training Materials** hyperlink, which will open up a new browser window where you can access additional instructions for using the app.

Help Desk Information

If you need assistance with the My VA Health 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.

DS Logon Help

If you have questions about your DS Logon account, visit mobile.va.gov/dslogon or dial 1-800-983-0937 for assistance.

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 locate your local VA facility, visit VA's Facility Locator: <http://www.va.gov/directory/guide/home.asp>. 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.