Wellness Check App
User Manual

User Manual

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Table of Contents

Overview

The Wellness Check mobile application (App) is both a survey that will help you monitor your health data and a tool that helps VA learn about general wellness and patterns of illness by providing consolidated health information for a geographic region.

By submitting information about your health, you support keeping your community strong and allow VA to better predict and track health issues. Using the Wellness Check App helps improve VA's service to Veterans, and none of your personally identifiable information will be shared.

This App is available for iOS, Android and Windows operating systems, and is supported by these Internet browsers:

1. Internet Explorer 10 and higher

2. Safari 7 and higher

3. Firefox 24 and higher

4. Google Chrome 30 and higher

This user manual provides an in-depth, step-by-step guide for using the Wellness Check App.

The Basics

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Prerequisites

To use the Wellness Check App, you must have 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 ***mobilehealth.va.gov/dslogon*** for more information.

Touring the App

You can get to know the Wellness Check App's purpose and features by taking an App tour, which is accessible either before you log in or afterward on the Home screen. Tap **Tour The App** either below the Login button or below the "Today I'm reporting" box on the Home screen > Tap **Next** to progress through the tour, or tap **Back** to revisit the previous screen. To close the tour, either tap the **X** button in the upper left corner of any of the App overview screens, or tap the **Close Tour** button on the last screen.
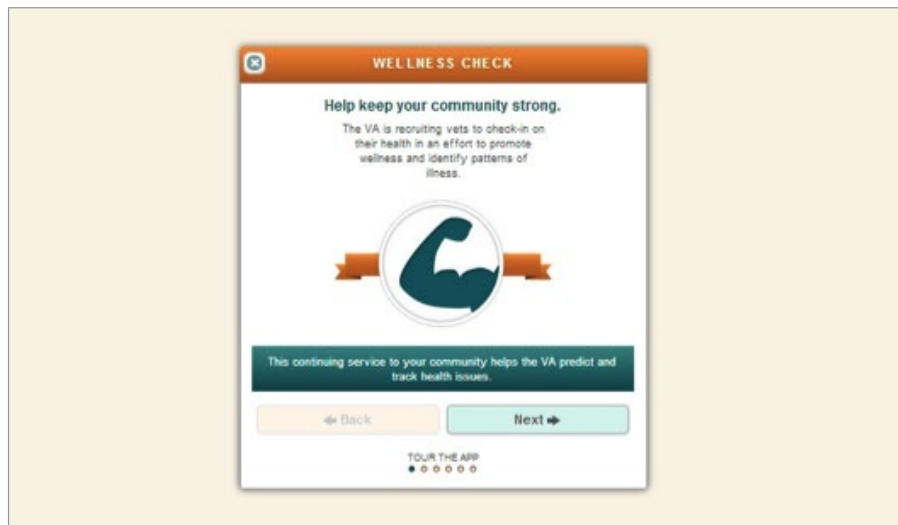
Getting to know the Home screen

When you first log in to the Wellness Check App, you will see a daily reporting feature and five tabs along the bottom of the screen:

- Home – touring the App or providing a Wellness or Illness Check-In

- Reports – seeing an overview of your Check-In information over time

- Profile – creating your profile or adjusting your information

- Share – inviting others and sharing results via Facebook or email

- More – logging out or returning to the VA Launchpad
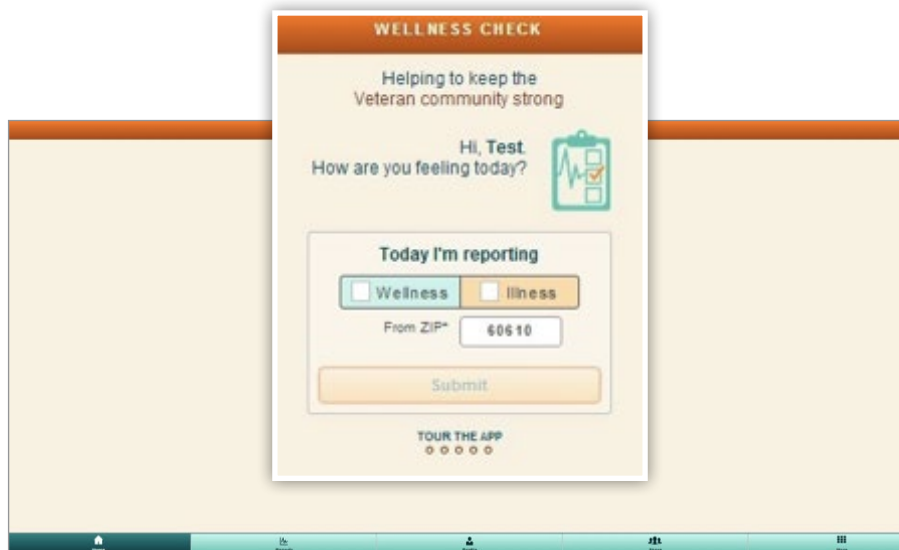
Understanding the rules

Earn points by participating in the Wellness Check, and get promoted to higher ranks. You will begin as a Recruit and will be promoted every time you gain 250 points. You will earn points for:

- Each Wellness Check-In = 10 points

- Each Illness Check-In = 40 points

- Sending an invitation = 40 points

- Creating a profile = 40 points

Accessing additional resources

The Wellness Check App provides you with links to additional resources for more information about diseases and conditions, healthy living and keeping track of your health records. **Tap Tour The App** > Tap **Next** until you reach the last screen > You will see these resources:

- VA Public Health – information and resources on health and wellness, infectious diseases and other conditions, military exposures and more to help you manage your health

- VA National Center for Health Promotion – information on healthy living, vaccinations, eating wisely and other important information to keep you well and well-informed

- My HealtheVet – VA's online personal health record and source for tools to help you make informed decisions and manage your health care

Tap on one of the links, and you will be taken to a website external of the App.

Returning to the VA Launchpad

Tap the **More** tab at the bottom of the screen > Tap **LaunchPad** from the pop-up menu that appears.

Logging out

Tap the **More** tab at the bottom of the screen > Tap **Logout** from the pop-up menu that appears.

Check-Ins

Checking in when well helps establish a baseline for your community. Checking in when you are sick helps identify health issues and trends. You will earn 10 points for each Wellness Check-In and 40 points for each Illness Check-In. **NOTE:** You can only check in once per day.


Reporting wellness

On the Home screen, tap the box next to Wellness in the Today I'm reporting box > If necessary, adjust the zip code in the From ZIP box to match your current location> Tap **Report Wellness**.

Reporting illness

On the Home screen, tap the box next to Illness in the Today I'm reporting box > If necessary, adjust the zip code in the From ZIP box to match your current location> Tap **Start Survey** > You will go to an Illness Survey, which has three pages:

5. Page 1: Tap all the boxes that apply to your main symptoms > Tap **Next** to proceed to page 2.

6. Page 2: Tap all the boxes that apply to your related symptoms, and recent travel > Tap **Next** to proceed to page 3.

7. Page 3: If applicable, type in the location of your recent travel, tap + or – to designate how many adults and children in your household are experiencing similar symptoms, and tap **Yes** or **No** if you or a household member have seen or plan to see a healthcare provider about your illness.

Tap **Submit** to complete your Illness Check-In. You will go to a completion screen and will have the option to see an overview of your Check-Ins by tapping the **View Report** button, or tap the **X** in the upper left corner to close the pop-up box. If you submitted an Illness Check-In and would like to adjust the information within the same day or add a new illness on the same day, tap either **Update Symptoms** or **New Illness** in the reporting box on the Home screen and update or complete the Illness Survey.
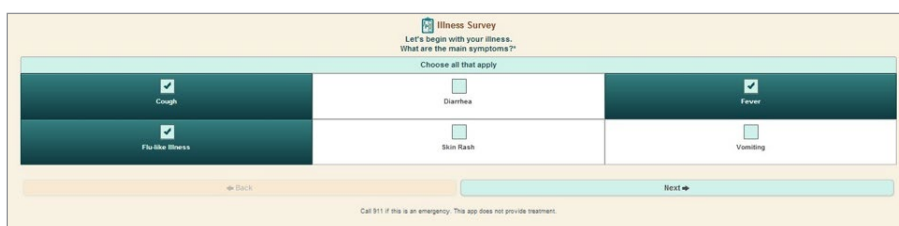
Reports

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The Wellness Check App takes the information you enter from your Check-Ins and develops graphs, charts, maps and statistics so that you can easily monitor your health, see trends in your community and check your standings in the App's game.
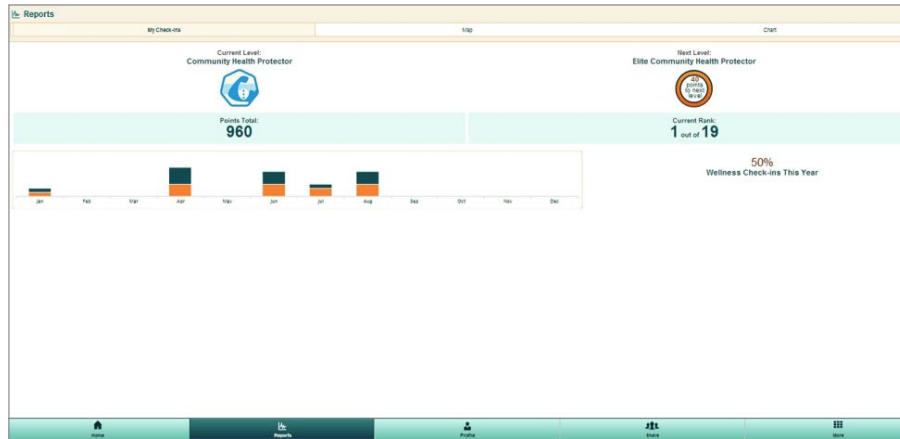
## Viewing an overview of your Check-Ins

You can see an overview based up the data you entered with your Check-Ins. Tap the **Reports** tab at the bottom of your screen > Tap the **My Check-Ins** tab at the top of the Report screen > You will see:

- Current Level –the title of your current rank
- Next Level – the rank you will achieve next and the number of points it will take you to reach that level
- Points Total – number of points you've earned to date
- Graph of your Check-Ins – a bar graph of both your Wellness and Sickness Check-Ins
- Percent of Check-In – percentage of Check-Ins you've submitted per days of the year

Viewing your map

Tap the **Reports** tab at the bottom of your screen > Tap the **Map** tab at the top of the Report screen > You will see a map showing where you have checked in. You can adjust the map by:

- Zip Code – Tap the zip code bar, and type in a new zip code.
- Time Frame – Tap either the **7, 30** or **60** days boxes in the upper right corner to choose how many days you would like the map to cover.
- Map v. Satellite – Tap either the Map or Satellite boxes in the upper right corner to choose whether you would like to view the map in a standard street view or as an aerial photo.
- Zoom In/Out – Tap the **+** or **–** on the bar on the left side of the map to zoom in and out.
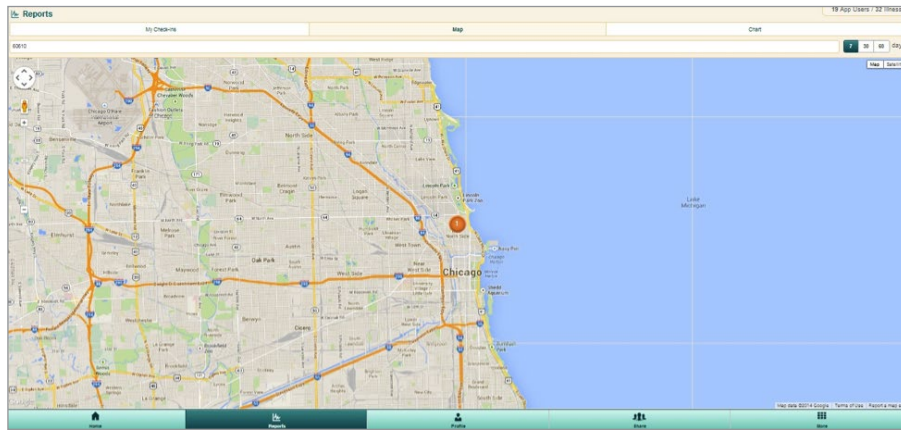
Viewing your chart

Tap the **Reports** tab at the bottom of your screen > Tap the **Chart** tab at the top of the Report screen > You will see a bar graph of the types of health issues you have reported in your Illness Check-Ins: Skin Rash, Cough, Diarrhea, Fever, Flu-Like Illness and Vomiting. You can adjust the chart by:

- Zip Code – Tap the zip code bar, and type in a new zip code.
- Time Frame – Tap either the **7, 30** or **60** days boxes in the upper right corner to choose how many days you would like the graph to cover.
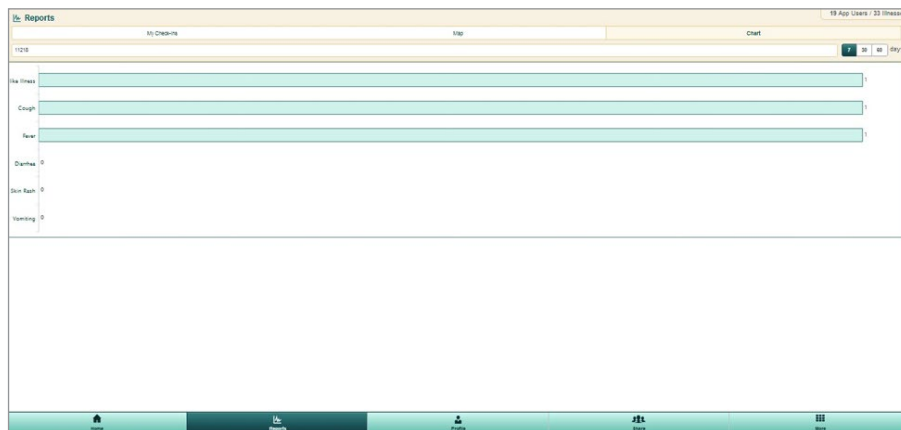
Profile

Your profile helps VA learn about health trends among Veterans and within geographical locations. The first time you create your profile, you will earn 40 points. You can update your profile settings at any time, but you will not earn points for updating it.

Creating and adjusting your profile settings

Tap the **Profile** tab at the bottom of your screen > Complete or adjust the topics within your profile:

- First Name – Type your first name into the box.
- Date of Birth – Tap the date in the box > A pop-up box will appear > Adjust the month, date and year > Tap **Set** to save.
- Gender – Tap **Male** or **Female**.
- Street Address – Type your address into the box.
- State – Tap bar with the current state listed > A drop-down menu will appear > Scroll until you find your state > Tap your state > The drop-down menu will disappear, and your state will appear in the box.
- Zip Code – Type your zip code into the box.
- Number of persons in your household – Tap the **–** or **+** signs next to Adults and Children to signify the number of person in your house. Do NOT include yourself in the totals.
- Living situation – Tap either **Apartment, Single Family House, Skilled Nursing Facility** or **None of the above** to choose which option best describes your living situation.

Tap **Save Profile** to save your settings.

Share

Invite fellow Veterans to use the Wellness Check App, and earn points! **NOTE:** The Wellness Check App only sends an invitation to your friends to participate and will never share your information; it is up to you how much information you wish to share via Facebook posts or through emails.

Sharing via Facebook

Tap the **Share** tab at the bottom of your screen > Tap the **Share on Facebook** button > You will be taken to the Facebook account associated with your device > If desired, type a message as you would most Facebook status messages > Tap **Share Link** to post. **NOTE:** You must have a Facebook account and be logged into your profile in order to post.

Sharing via email

Tap the **Email another Vet** button > You will be taken to the email account associated with your device > Send your message as you would most emails.

Help and Additional Information

Additional training materials for the Wellness Check App

More resources, such as a Quick Start Guide, Slideshow and FAQs, are available at **mobilehealth.va.gov/training**.

Help Desk information

If you need help with the Wellness Check Mobile App, dial 1-877-470-5947 to speak with a VA representative. For TTY assistance, dial 711.

DS Logon Help

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

Emergencies

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

Appendices

Appendix #1: Project References

This App was developed in collaboration with Agilex [www.agilex.com] according to an approved concept paper. The App was tested in a demo environment to ensure optimal functionality. Subject matter experts who served in the Wellness Check App's creation are: Dr. Richard Martinello, Chief Consultant in Clinical Public Health and Dr. Adi Gundlapalli.

Appendix #2: Glossary

App – an application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose

DS Logon (Department of Defense Self-Service Logon) – a secure logon ID, created by the Department of Defense (DoD), that verifies the identities of individuals affiliated with DoD or the Department of Veterans Affairs (VA) and allows them to access secure websites and digital resources across DoD and VA using a single username and password

- **DS Logon Level 1 (Basic) Account:** Provides limited access to website features
- **DS Logon Level 2 (Premium) Account:** Offers the highest level of access to website features, including access to your VA Electronic Health Record. (NOTE: You must have a DS Logon Level 2 (Premium) Account to use VA's mobile Apps.)

My HealtheVet – VA's online personal health record – designed for Veterans, active duty Servicemembers, their dependents and Caregivers – to help manage health care, partner with VA health care teams and provide opportunities and tools to make informed decisions about their health

VA – Department of Veterans Affairs

VA Mobile Health – an initiative that aims to improve Veterans' health by providing technologies to expand care beyond the traditional office visit and that includes the creation of secure mobile Apps to leverage the popularity of wireless technologies to support Veterans, Caregivers and VA clinical teams [More at: mobilehealth.va.gov/]