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.
What’s New with the VA App Store

1. VA App Store
   mobile.va.gov/appstore

2. VA Beta App Store
   mobile.va.gov/appstore/beta-apps-tester

3. Connected Care site
   connectedcare.va.gov
So What’s New?

- Addition of new features
  - Lock icon
  - Launch button
  - Ratings system
  - Feedback mechanism
  - Notifications
- Integration with the training portal
- Redesigned with an enhanced search function
- Improved user interface
Welcome to the VA App Store! Here you will find access to more than a dozen apps, including those created specifically for Veterans and their Health Care Professionals.
Integration of Training Materials

App Description

If you are a Veteran, the Ask a Pharmacist App enables you to access information about VA pharmacies and medication easily — with the comfort of knowing the information is valid and from trusted sources. If you have a verified My HealtheVet account (credentials for VA’s personal health record), you can link to VA pharmacy and Secure Messaging services via the app, allowing you to quickly go to your personal medication and health information as well as learn about pharmacy-related topics.
Available Training Materials

1. User Manual
2. Quick Start Guide
3. Slideshow
4. FAQs
User Manual

- Provides in-depth, step-by-step instructions for using the app

**Prescription Refill and Pharmacy Services**

Learn about prescription refill and pharmacy services, including the ability to refill and track your VA prescriptions.

**Accessing prescription refill and pharmacy services**

Either on the Home screen or from the Features drop-down menu, tap **Prescription Refill and Pharmacy Services** > You will go to a Prescription Refill and Pharmacy Services screen > Tap on the names of the kinds of services you would like to access:

- **Prescription History** – You will go to a page on the My HealtheVet website that provides you with information about how to log into My HealtheVet to view a list of your past VA prescribed medications. If you have already logged into My HealtheVet in the same session you are using the Ask a Pharmacist App, you will not have to log into My HealtheVet again, unless you have been inactive in My HealtheVet for 15 minutes.
- **Rx Refill** – You will go to a page on the My HealtheVet website that provides a list of FAQs regarding the VA (Rx) Prescription Tracker.
Quick Start Guide

- Offers a high-level overview of key features

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 HealtheVet account. The Ask a Pharmacist App allows you to easily link to features within My HealtheVet, but does not duplicate them or allow them to operate within the app itself.

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

1. Create a Basic My HealtheVet 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 HealtheVet.

To learn more about the My HealtheVet 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 HealtheVet, you will be asked to log in with your User ID and Password. If you have already logged into My HealtheVet in the same session you are using the Ask a Pharmacist App, you will not have to log into My HealtheVet again, unless you have been inactive in My HealtheVet for 20 minutes. (**As of January 2016, the timeout for inactivity is 20 minutes, and this is subject to change.)
- Presents a visual walk through of the app
FAQs

Frequently Asked Questions

› What is the Ask a Pharmacist App, and why should I use it?

› Who can use the Ask a Pharmacist App?

› How do I set up my My HealtheVet account so that it works seamlessly with the Ask a Pharmacist App?

› What are the app’s main features, and how do I access them?

› What is the Prescription Refill and Pharmacy Services feature, and how do I access it?

› What is the Pill and Bottle Information feature, and how do I access it?

› What can I find under VA Trusted Medication Resources, and how do I access them?

› What information can I access in the About VA Pharmacies feature, and how do I access it?

› What is My HealtheVet’s Secure Messaging feature, and how do I use it?

› What is VA Mobile Health?
Training Materials Development Process

- Gather
- Draft
- Review
- Revise
- Design
# Ask a Pharmacist Feedback

VA needs your feedback on this App. Any information you enter here is anonymous and is collected for analysis and improvement of VA applications. This feedback section is not a venue for communication of an urgent medical nature or to obtain immediate technical support.

<table>
<thead>
<tr>
<th>Feedback Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>This App is easy to understand and use.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>This App helps me better manage VA health services (for myself or others).</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>This App provides me with information or capabilities that were previously not available to me.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>I would recommend this app to other Veterans/Clinicians.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

On average, how often do you typically use this application?  

- Never or one time only  
- Less than one time per month  
- Monthly  
- Weekly  
- Daily
Next Steps for the Future

- Continue to refine
- Conduct regular content audits
- Add more features
- Continue to align branding and messaging with other Connected Care technologies
VA Beta App Store

- Offers VA employees a way to test VA apps and provide feedback prior to national release

mobile.va.gov/appstore/beta-apps-tester
1. Sign up to Test

- Fill out submission form
- Must be a VA employee

Beta App Tester Submission Form

Basic Information

First Name * 

Last Name *

VA Email Address *

Must enter a va.gov email address

Are you a...? *

(Check all that apply)

- VA Employee
- VA Employed Veteran
- VA Employed Health Care Professional
- None of the Above

Device Information

What devices do you own? *

- Apple Mobile Device (e.g., iPad, iPhone, etc.)
- Android Mobile Device (e.g., tablet, phone, etc.)
- Windows Mobile Device (e.g., tablet, phone, etc.)
- Computer with a Web Browser
- Basic Cell Phone (Not a Smartphone)
2. Receive Email to Test

- Email includes details on available apps for testing
- Tap “Test the App”
3. Launch the App

- Visit app page
- Launch the app
- Some apps may require DS Logon

App Description

Apps for Veterans that display a lock icon require DS Logon Level 2 (Premium) Account credentials because they connect to the VA Electronic Health Record (EHR). Get a DS Logon Level 2 (Premium) Account.
4. Test the App

- Launch the app
- Explore the app
- Make note of any issues and overall experience
# 5. Submit Feedback

## Beta App Feedback Form

VA needs your feedback on this app. Any information you enter here is anonymous and is collected for analysis and improvement of VA apps. This feedback section is not a venue for communication of an urgent medical nature or to obtain immediate technical support.

Required field *

<table>
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<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I was able to easily access the app. *</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>I thought the app had an easy-to-use layout and design. *</td>
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<tr>
<td>I was able to navigate through the app easily. *</td>
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</tr>
<tr>
<td>While I was using it, the app was stable. *</td>
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<td></td>
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</tr>
<tr>
<td>I would recommend this app to others who might use it. *</td>
<td></td>
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</tr>
<tr>
<td>Overall, I was satisfied with this app. *</td>
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</tr>
</tbody>
</table>
Next Steps for the Future

- Additional apps to be added
- Refine site as needed
Connected Care Site

- One-stop portal to access information about VA digital health technologies

connectedcare.va.gov
Audience-Focused Design

Welcome to CONNECTED CARE
Expanding Veteran Access to Care Through Virtual Technologies

Solutions for Veterans
Tools for Veterans to manage health care, access health records, communicate with care teams and more.

Find solutions for Veterans >

Solutions for Health Care Professionals
Tools for health care professionals to increase efficiency and quality, improve information sharing and contribute to patient-centered care.

Find solutions for Health Care Professionals >
Use Cases Illustrate Benefits
Easy Access to Program Office Sites
Easy Access to Program Office Sites
What’s New

- OCC info and announcements
- Industry news
- Exclusive video
Other Features

- Staff profiles and contact info
- Sign up for e-news
- Powerful search
- Mobile responsive
Your Life
Your Health
Your Schedule

Contact Us
Sarah Moran – sarah.moran@thecd-group.com
Karen Bell – karen.bell@thecd-group.com
Rob Hennessy – rhennessy@reingold.com

Get the Apps.
Visit the VA App Store to learn more:
mobile.va.gov/appstore
Questions?
Thank you!

What future topics would you like to discuss?

Let us know by providing feedback at the link below:

https://www.surveymonkey.com/r/L78ZHKT