

If using your phone for audio, please dial in through Lync:

855-767-1051

Meeting ID: 193-95-328#

Thank you for joining, we will begin shortly.



Introducing Ask a Pharmacist

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VA
HEALTH
CARE | Defining
EXCELLENCE
in the 21st Century

Ask a Pharmacist App

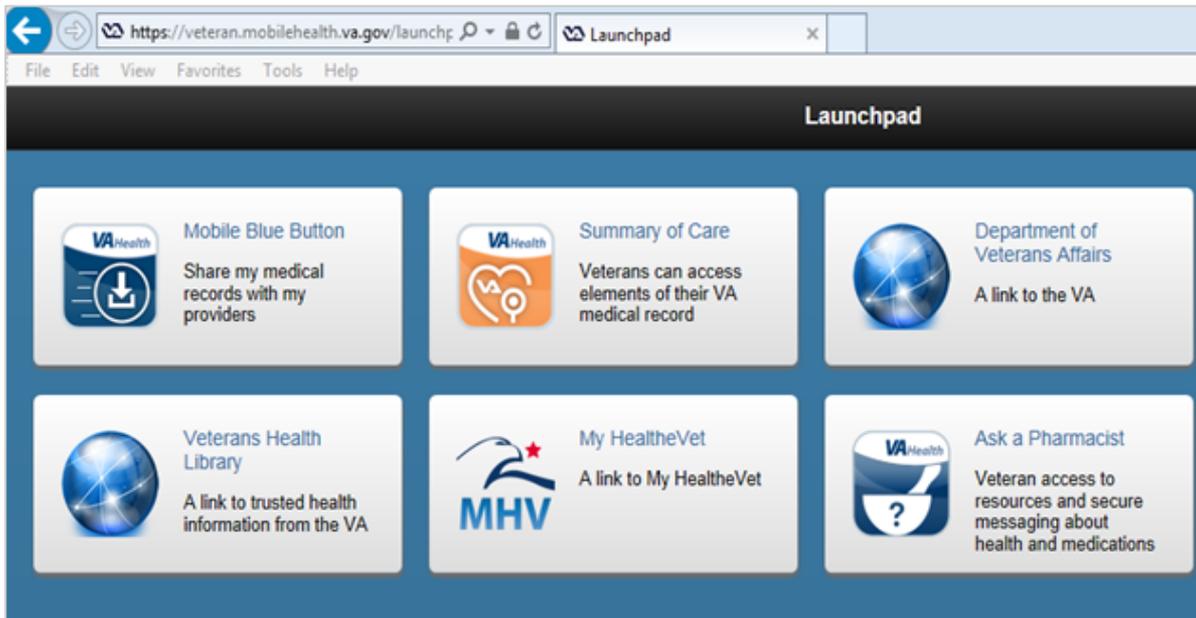


If you are a Veteran, the Ask a Pharmacist App enables you to access information about pharmacies and medications easily – with the comfort of knowing the information is valid and from trusted sources.

If you have a verified My HealthVet account (credentials for VA's personal health record), you can link to 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.

This app was developed in collaboration with the VHA Office of Connected Care's Web and Mobile Solutions, the VHA Pharmacy Benefits Management and the VA Office of Information & Technology.

Launchpad



The Ask A Pharmacist application is accessible through the VA Launchpad.

The web URL is located at the bottom of the Launchpad display, which includes other VA production released applications.

<https://veteran.mobilehealth.va.gov/launchpad/>

Trusted Resources

The screenshot displays the VA Health website interface. At the top left is the 'VAHealth' logo, and at the top right is a link to 'Return to the LaunchPad'. Below this is a dark blue navigation bar with the text 'Ask a Pharmacist' on the left and 'Home', 'Features', 'About', and 'Help' on the right. The main content area is titled 'Home' and contains five interactive cards. The first row has two cards: 'Prescription Refill and Pharmacy Services' (with an MHV icon) and 'Pill and Bottle Information' (with a pill icon). The second row has two cards: 'VA Trusted Medication Resources' (with a hand and cross icon) and 'About VA Pharmacies' (with a VA icon). The third row has one card: 'Send a Secure Message' (with an envelope icon). Each card has a blue chevron arrow pointing to the right.

Access information about pharmacies and medications easily – with the comfort of knowing the information is vetted and from trusted sources.

View My HealtheVet Pharmacy Services

VAHealth Return to the L

[Ask a Pharmacist](#) [Home](#) [Features](#) ▾ [About](#)

← Prescription Refill and Pharmacy Services

Prescription History
When you log in to My HealtheVet using your Advanced or Premium account, you can choose Prescription History to view a list of your past VA prescribed medications.

Rx Refill
When you log in to My HealtheVet using your Advanced or Premium account, you can manage your VA prescription refills online and view their status.

Rx Refill Guide
For more information on VA Prescription Refills, also known as Rx Refills, visit the Rx Refill Guide.

Track My Medications
When you log in to My HealtheVet using your Advanced or Premium account, you may Track Delivery of your VA prescriptions filled by a VA Mail Order Pharmacy and mailed within the last 45 days.

FAQs - My HealtheVet
Frequently Asked Questions (FAQs) provide a group of commonly asked questions and answers about features in My HealtheVet.

Medical Library
My HealtheVet provides two extensive, online medical libraries for you to learn more about your health and stay healthy.

Learn about My HealtheVet's Pharmacy Services, including the ability to refill and track your VA prescriptions.

View My HealtheVet Pharmacy Services

VAHealth

 Ask a Pharmacist

 **Track My Medications**

[Prescription Tracker - FAQs](#)

Frequently Asked Questions (FAQs) for the My HealtheVet Prescription Tracker user to Track Delivery of your VA prescriptions filled by a VA Mail Order Pharmacy and n

[UPS My Choice](#)

Know when your packages are on their way with *UPS My Choice*

[USPS](#)

Set up USPS notifications and start receiving tracking updates.

Learn about My HealtheVet Medication FAQ's and track your VA prescriptions.

Pill Bottle Information

VA Health Return to the LaunchPad

[Ask a Pharmacist](#) Home Features About Help

← Pill Bottle Information

Label Example

Yours May Look Slightly Different

Directions on how to take your medication

Medication precautions

Medication fill and expiration dates

Quantity of prescription

Pharmacy address and phone

Prescription number

Medication Safety Tips

- Keep out of the reach of children
- Store your medications securely
 - Keep in original container
 - Avoid storing in hot humid places
- Do not share your medication with others
- Do not keep outdated medicine or medicine you no longer need
 - Do not place in trash where children and pets may find
 - Check with your pharmacist on how to safely dispose
- Tell your provider or pharmacist if you are taking any herbals, vitamins or any other medication not provided by the VA

Learn how to read a prescription label and identify pills by image.

VA Trusted Medication Resources

Ask a Pharmacist

VA Trusted Medication Resources

Consumer Drug, Herbal & Supplement Information

View and/or submit a voluntary report of adverse events that you observe or suspect for human medical products, including serious drug side effects, product use errors, product quality problems, and counterfeit products.

Drug Interactions and Adverse Drug Events

Explains the mechanism of each drug interaction, the level of significance of the interaction (major, moderate or minor), and in certain cases, can provide the recommended course of action to avoid or minimize the risk of adverse drug events, drug interactions, and drug allergy information.

FAQs - VA National Medication Formulary

Ask A Pharmacist provides links to general questions and answers on medications and medication management from trusted resources.

How to Properly Administer a Medication

Your medicine can only work correctly if it is administered properly in the body. This link takes you to helpful illustrations that show the right way to use eye, ear, and nose drops; eye ointment; and inhalers.

Know Your Medication Label

A standardized patient-centric label was created to increase each Veteran's understanding of how to take his or her medications.

Medication Disposal

How to stay safe when disposing of unused medicines

Pill Identification

This resource will aid you in the identification of unknown pills (oral solid dosage form medications). It combines images of pills with appearance and other information to enable you to visually identify medications.

Access reliable, VA-approved resources about drug information as well as administering and disposing of medications.

VA Trusted Medication Resources

VAHealth

 Ask a Pharmacist

Consumer Drug, Herbal & Supplement Information

Get the latest Safety Articles on Medications

Links to up to date information on medication recalls, market withdrawals, and safety alerts.

Medications

Informational about prescription and over the counter (OTC) medications.

Reporting Medication Errors

Resources for reporting problems with human medical products.

Safety Practices

Resources for medication safety at home.

Review the latest medication safety articles and reporting medication errors.

VA Trusted Medication Resources

VAHealth

[Return to the LaunchPad](#)

 Ask a Pharmacist

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◀ Veterans Affairs (VA) National Formulary - *Frequently Asked Questions*

1. **Q: What is the VA National Formulary (VANF)?**

A: The VANF is a list of products (drugs and supplies) generally covered under VA pharmacy benefits. VANF products must be available for prescription at all VA facilities.

2. **Q: What is the purpose of the VA National Formulary (VANF)?**

A: The purpose of the VA National Formulary is to provide high quality, best value pharmaceutical products while assuring the portability and standardization of the pharmacy benefit to eligible Veterans accepted by the Department of Veteran Affairs for care.

3. **Q: Why aren't strengths listed on the VA National Formulary (VANF)?**

A: The VANF doesn't specify product strengths to allow Veterans Integrated Services Networks (VISNs) and facilities some flexibility to carry various strengths of a product in their pharmacies. The VANF specifies only the drugs and dosage forms.

4. **Q: Why can't I locate a brand name product on the VA National Formulary?**

A: Items are listed by generic name (and VA class) because several brand names may exist or become available in the future for the same generic drug. The use of the generic name as the standard for listing agents allows VISNs and facilities to carry the product with the best value for the generic agent. In some cases the brand name drug is included in parentheses when it is important to use the brand product only or as an example for complicated generic name combinations.

5. **Q: How do I know if an item is on the VA National Formulary (VANF)?**

A: Items are listed by generic name or VA class on the PBM Webpage at <http://www.pbm.va.gov/apps/VANationalFormulary/>

6. **Q: How was the original National Formulary compiled?**

A: The original National Formulary, published in May 1997, was created by combining more than 170 individual drug formularies that existed across VA facilities.

7. **Q: If I transfer from one facility to another, will approval for my non-formulary medication continue?**

A: A new non-formulary request is not required for patients who have had pharmacotherapy initiated on a non-formulary agent at one VA facility, if their care has been transferred to another VA facility, or when care is transferred back to the primary facility.

Review Frequently Asked Questions about VA National Formulary, including determining if products (drugs & supplies) are listed.

VA Trusted Medication Resources

The screenshot displays the U.S. Department of Veterans Affairs website. At the top left is the VA logo. To its right is the text "U.S. Department of Veterans Affairs" and a search bar with a "Search" button. Below this is a navigation menu with links for Health, Benefits, Burials & Memorials, About VA, Resources, Media Room, Locations, and Contact Us. The main content area is titled "Pharmacy Benefits Management Services" and includes a breadcrumb trail: "VA » Health Care » Pharmacy Benefits Management Services » VA Formulary Search". Below the title is a "VA Formulary - Search" section with a search input field and a "Search" button. A note below the search field says "Enter at least 3 characters!". To the left of the search section is a "QUICK LINKS" sidebar with buttons for "Hospital Locator" (with a "Zip Code" field and "Go" button), "Health Programs", "Protect Your Health", and "A-Z Health Topics". At the bottom of the sidebar is the "Veterans Crisis Line" logo and the number "1-800-273-8255 PRESS 1". The main text area contains a paragraph explaining the VA Formulary Search tool and a contact email for the PBM Webmaster: pbm.webmaster@med.va.gov. It also includes the text "VA Formulary Last Updated: 2016-02-01" and a "return to top" link.

PBM Services search for products (drugs & supplies) that are listed in the VA National Formulary.

About VA Pharmacies

👉 Ask a Pharmacist

Home

Features ▾

About

Help

How Do VA Pharmacies Operate?

Prescription drug services are a major component of outpatient services provided to eligible patients of the Department of Veterans Affairs (VA). These services include direct and indirect patient medication counseling, drug and supply dispensing services, and clinical pharmacist activities as a component of the interdisciplinary health care team. VA Pharmacies are committed to providing exceptional quality and service and strive to be the healthcare provider of choice. In an effort to provide this level of service for ALL of our Veterans, we ask that you use our service in the following ways:

- At the pharmacist's professional discretion, a short supply (partial prescription) of any **new** or **immediate need** medication may be provided for pick-up at our Outpatient Pharmacies. The majority of veterans receive all non-immediate need medications through mail order.
- All applicable prescriptions and refills will be processed through our mail order pharmacy system. We ask that refill requests be at least **10 days** prior to running out of medication using the automated telephone refill (ATR) system or MyHealthVet
- It is VHA policy that all Veterans receiving care at more than one VHA facility must have care coordinated by the "preferred facility", and that non-preferred facilities must expedite care provided to traveling Veterans with unexpected medical needs. These needs include the ability to obtain refills for prescriptions from their preferred VHA facility.
- No prescription can be filled for more than a 3 month (90-day) supply of medication. No prescription may exceed 12 months of therapy (including refills). For some prescriptions, a one- month (30 days) or less limitation may be established.
See Definition of Controlled Substance Schedules (DEA)
- Prescription refills for recurring and/or continuous need medications and medical supplies must be dispensed in accordance with the authorization of the provider. Local facility policy may further limit the number of refills to the next scheduled clinic visit. *Prescriptions can be refilled only on a request from the patient and must not be automatically dispatched.*
- Prescriptions written by one VA facility for dispensing by another VA facility is discouraged. The facility of the provider prescribing the medication or supply is responsible for all dispensing. This does not apply to prescriptions written at a physically separate location of the same facility.
- All patients, including those discharged from inpatient facilities, are to be educated about their medications prior to, or at the time of, dispensing. Such counseling needs to be tailored to the patient by focusing on their individualized drug regimen.

Easily locate your VA pharmacy, and learn how VA pharmacies operate.

Questions?



Trusted Resources

The screenshot shows the VA Health website interface. At the top left is the 'VAHealth' logo, and at the top right is a link to 'Return to the LaunchPad'. Below this is a dark blue navigation bar with the text 'Ask a Pharmacist' on the left and 'Home', 'Features', 'About', and 'Help' on the right. The main content area is titled 'Home' and contains five interactive cards. The first card is 'Prescription Refill and Pharmacy Services' with an MHV icon and a right-pointing arrow. The second card is 'Pill and Bottle Information' with a pill icon and a right-pointing arrow. The third card is 'VA Trusted Medication Resources' with a plus-in-hand icon and a right-pointing arrow. The fourth card is 'About VA Pharmacies' with a VA icon and a right-pointing arrow. The fifth card is 'Send a Secure Message' with an envelope icon and a left-pointing arrow. A large blue arrow points from the right towards the 'Send a Secure Message' card.

Access information about pharmacies and medications easily – with the comfort of knowing the information is vetted and from trusted sources, including the Sending of a Secure Message.

Send a Secure Message

The screenshot displays the My HealtheVet website interface. At the top, there is a navigation bar with the VA logo and the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS". Below this is a search bar and a "SEARCH" button. The main content area is titled "Secure Messaging" and includes a sub-section "Secure Messaging" with a "New Message" button and an "Inbox" section. The text explains that Secure Messaging allows users to communicate with their VA health care team without needing an appointment. It also includes a "Member Login" section with fields for "User ID" and "Password" and a "Login" button. A "Related Links" section is located at the bottom right of the main content area.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

VA Home

My healthvet

VA Facility Locator | About MHV | RSS Feeds | Help | FAQs | Contact MHV | Search My HealtheVet | SEARCH

HOME | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | MHV COMMUNITY

VA BENEFITS | EVENTS + PROGRAMS | VA HONORS VETERANS | GET INVOLVED | NEWS

News

VA News

In The Spotlight

In The Spotlight Archive

Secure Messaging

Have you ever had a question about a prescription? Or, maybe you just wanted to ask your doctor or another member of your VA health care team a simple question? Now, VA offers Secure Messaging - a way to communicate with your VA health care team. You can do this without waiting on the phone or having to fight traffic to get to your local VA health care facility. Secure Messaging isn't a replacement for an in-person visit, nor should it be used in emergencies. But some exchanges between you and your VA health care team may not need an appointment, so why not just send a Secure Message?

My HealtheVet's Secure Messaging improves the connection between you and your VA health care team. You can use it to ask about your VA appointments, medications, and your lab results or to have routine questions answered. Similar to email, Secure Messaging allows you to write a message, save drafts, review your sent messages and maintain a record of your conversations. Since the lines of communication are open, it helps make your VA appointments more productive because your VA health care team has more than just notes from your last appointment.

Don't worry - this isn't another account you have to check every day. You can set your preferences to notify your personal email when a Secure Message is waiting for you in your My HealtheVet inbox. Use Secure Messaging to keep your VA health care team close. . It's there when you need it - just as it should be.

Opt in!

To use the Secure Messaging feature, you must be receiving health care services from VA, have [registered](#) on My HealtheVet as a "VA Patient" and have a [Premium](#) My HealtheVet account. To get an upgraded Premium account, you will need to go through authentication. This is a process by which VA verifies a Veterans' identity. This is done before allowing access to his or her VA health record. Learn more about upgrading your My HealtheVet account through [In-Person or Online Authentication](#). Once you get your Premium account, remember to opt into the Secure Messaging feature!

Member Login

User ID:

Password:

[Login](#)

[Forgot User ID?](#)
[Forgot Password?](#)
First time My HealtheVet user? [Register today!](#)
[REGISTER](#)

Related Links

- [House Committee on Veterans' Affairs](#)
- [US Senate Committee on Veterans' Affairs](#)
- [Office of Congressional and Legislative Affairs](#)

Learn about sending a Secure Message to your VA care team.

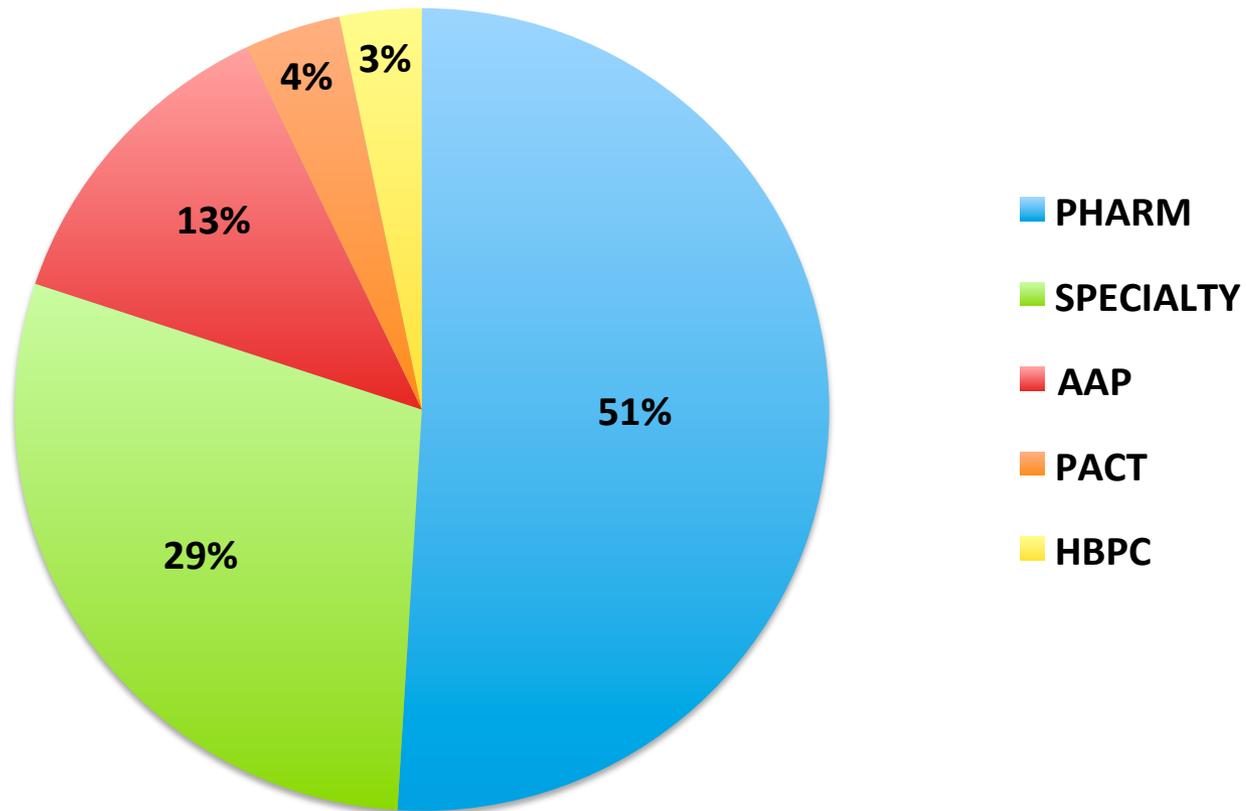
VHA Pharmacy Utilization of Secure Messaging

- ✓ **21 VISNs** with SM Triage group containing 'PHARM'
 - **15 VISNs** with SM Triage group containing 'Ask' and 'PHARM'
- ✓ **108 Primary Stations** with SM Triage group containing 'PHARM'
 - **44 Primary Stations** with SM Triage group(s) containing 'Ask' and 'PHARM'

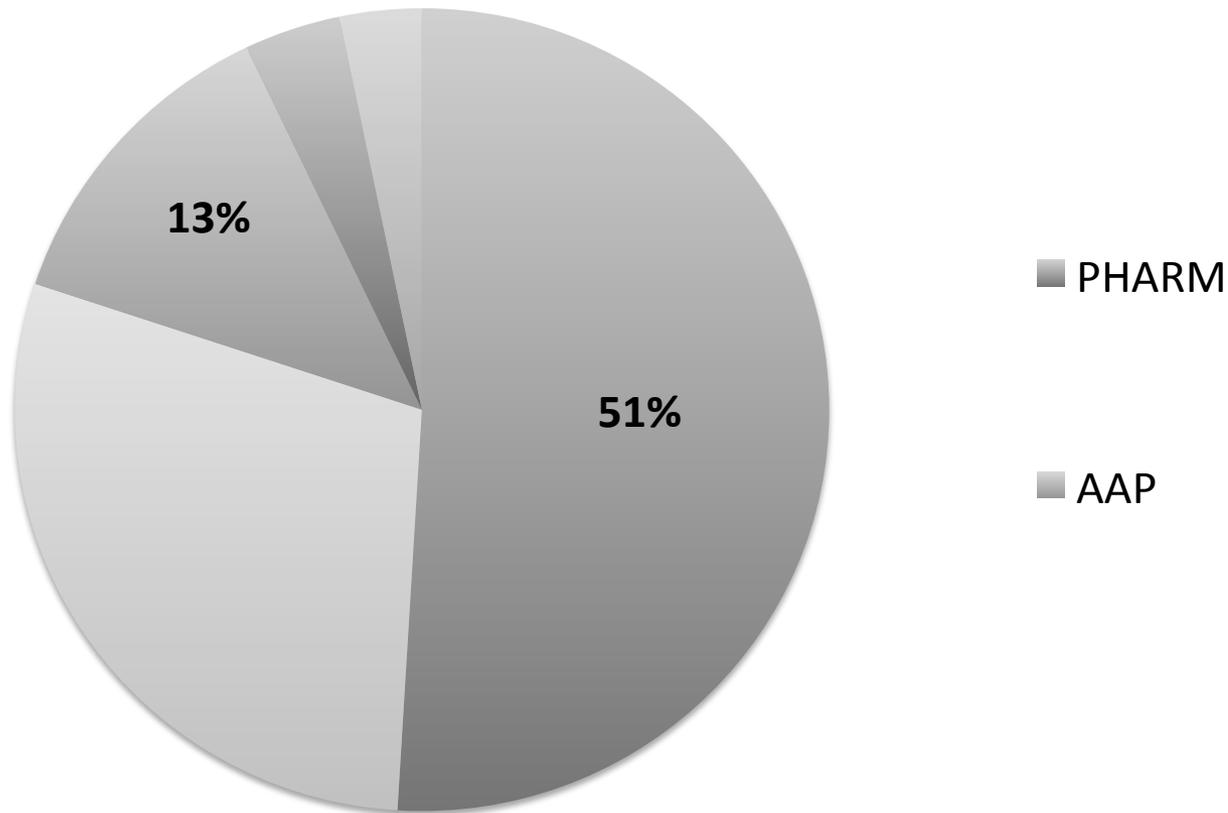
VHA Pharmacy Utilization of Secure Messaging

- ✓ **Of the** 108 Primary Stations with SM Triage group containing 'PHARM':
 - ✓ **522 SM Triage Groups** containing 'PHARM'
 - **266 for General Pharmacy Services**
 - **152 for Clinical Specialty Services**
 - **67 for Ask A Pharmacist Services** *containing 'Ask' and 'PHARM'
 - **20 for PACT Services**
 - **17 for HBPC Services**

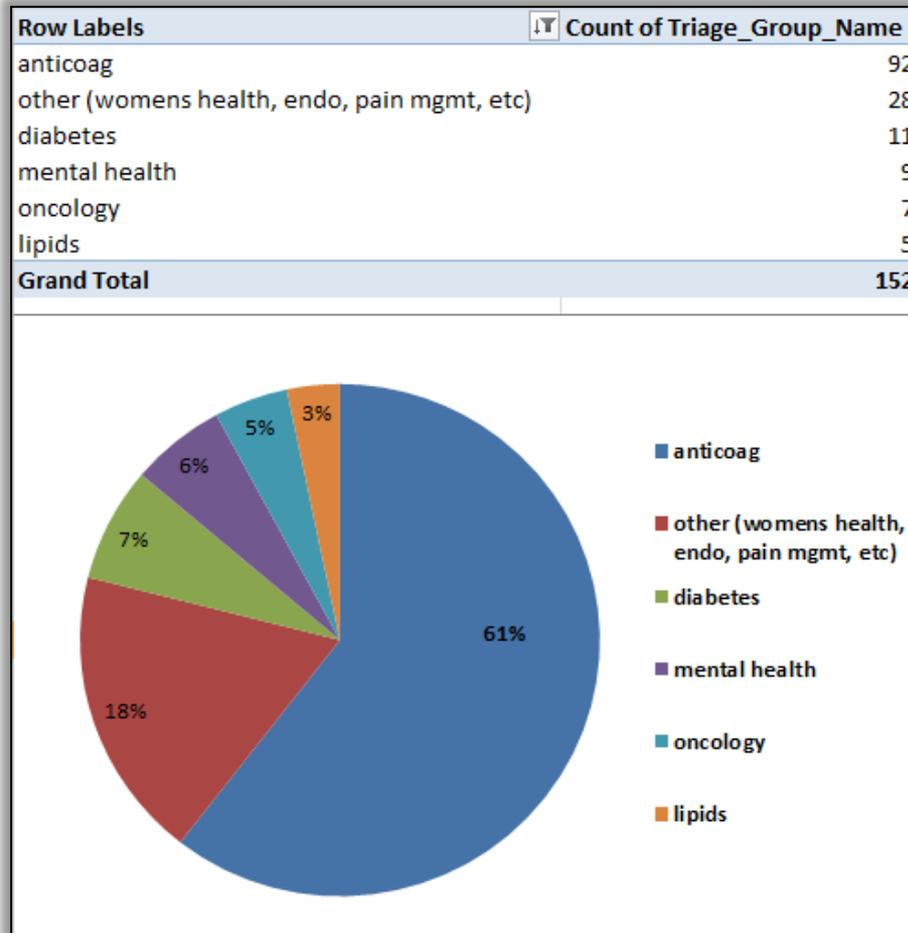
VHA Pharmacy Utilization of Secure Messaging



VHA Pharmacy Utilization of Secure Messaging



'PHARM' SM Triage Groups by Specialty



AAP Marketing Tools...

<https://mobile.va.gov/training/ask-a-pharmacist/>

- ✓ User Manual
- ✓ Quick Start Guide
- ✓ Slideshow
- ✓ FAQs

Marketing Pilot Sites

- **Boston**
- **Portland**
- **Little Rock**

Pharmacists and MyHealthVet Coordinators will market the Ask a Pharmacist application to Veterans utilizing marketing brochures and pamphlets at the pilot sites

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/
ZHC3VHW](https://www.surveymonkey.com/r/ZHC3VHW)