



MH Checkup for Veterans

User Manual

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care
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User Manual

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Overview

The Mental Health Checkup application (app) for Veterans allows Veterans to monitor, assess and access treatment for mental health conditions. The app helps Veterans evaluate symptoms related to the mental health condition they would like to treat without having to leave their home. By completing information in the app's provider assigned assessments, Veterans can view results and real time feedback related to their mental health condition.

Mental Health Checkup is a web-based app that is accessible on a laptop, desktop, tablet, or smartphone. It is supported by the following browsers:

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

This user manual provides an in-depth, step-by-step guide for using the Mental Health Checkup App.

The Basics

Prerequisites

To use the Mental Health Checkup App, you must:

- Be enrolled in VA health care.
- Have ID.me, DS Logon Level 2 (Premium) or My HealtheVet Premium Account credentials. If you do not have an ID.me, DS Logon Level 2 (Premium) or My HealtheVet Premium Account, or you are not sure, visit mobile.va.gov/login-information for more information.

Logging in

When you first log in to the Mental Health Checkup App you will see an End User License Agreement (EULA). You must agree to the terms and conditions of the EULA to proceed into the app. Once you have agreed to the EULA, you may log into the Mental Health Checkup App with ID.me, DS Logon Level 2 (Premium) or My HealtheVet Premium Account credentials.

- ID.me Account users: Access the Mental Health Checkup App > You will arrive at an Identity Provider Selection screen, and tap **ID.me** > You will arrive at a Secure Login Redirect Screen > Tap **Accept** to proceed (or tap **Cancel** to return to the Identity Provider Selection screen) > You will arrive at an ID.me Sign in screen > Enter your email address and password, and tap **Sign in** > You will see a license agreement screen > Read the End User License Agreement (EULA) and Notice of Privacy Practices (Notice) > Tap **Accept**, and you will proceed into the app.
- DS Logon Level 2 (Premium) Account users: Access the Mental Health Checkup App > You will arrive at an Identity Provider Selection screen, and tap **DS Logon** > You will arrive at a Secure Login Redirect screen > Tap **Accept** to proceed (or tap **Cancel** to return to the Identity Provider Selection screen) > You will arrive at a DS Logon screen > Enter your DS Logon Level 2 (Premium) Account username and password > Tap **Login** > You will see a license agreement screen > Read the End User License Agreement (EULA) and Notice of Privacy Practices (Notice) > Tap **Accept**, and you will proceed into the app.
- My HealtheVet Premium Account users: Access the Mental Health Checkup App > Access the Mental Health Checkup App > You will arrive at an Identity Provider Selection screen, and tap **My HealtheVet** > You will arrive at a Login to My HealtheVet screen > Enter your My HealtheVet Premium User ID and password > Tap **Login** > You will see a license agreement screen > Read the End User License Agreement (EULA) and Notice of Privacy Practices (Notice) > Tap **Accept**, and you will proceed into the app.

NOTE: You can access Mental Health Checkup either directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps. By signing into an app once (per session), you can access multiple apps without logging into each one individually.

NOTE: If this is your first time using a VA app that requires you to log in using account credentials, you may have to provide your Right of Access as part of the log in process. The Mental Health Checkup App will prompt you if this is necessary. If it is necessary, you will be taken to a Right of Access screen > Read the Request for Access to Your Health Information > If you would like to continue, tap **Next** > You will go to a Review screen > Read VA Form 10-5345a > If you agree, tap **Verify** to “sign” the form > You will proceed into the app.

When you first log in you will be prompted to confirm your email address, phone number and address.

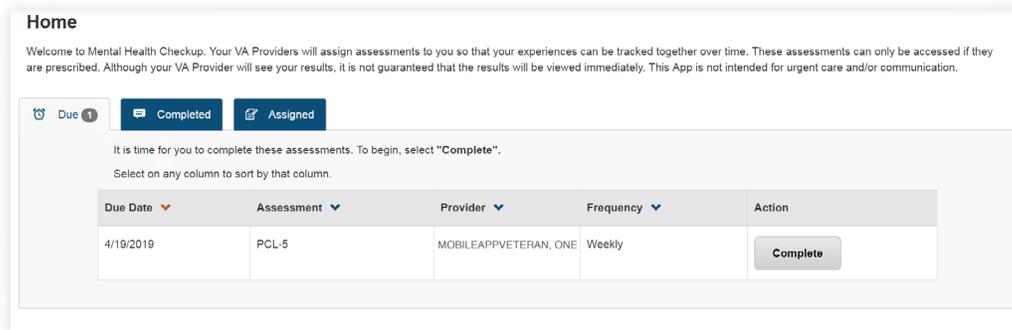
Getting to know the screen

When you first log in to the app, you will see a welcome message with information on the assessments your VA provider has assigned you on the app’s home screen. Below that, you will see a table with three tabs recording the status of your assessments:

- Due – View assigned assessments that are ready for completion.
- Completed – View completed assignments.
- Assigned – View upcoming assignments.

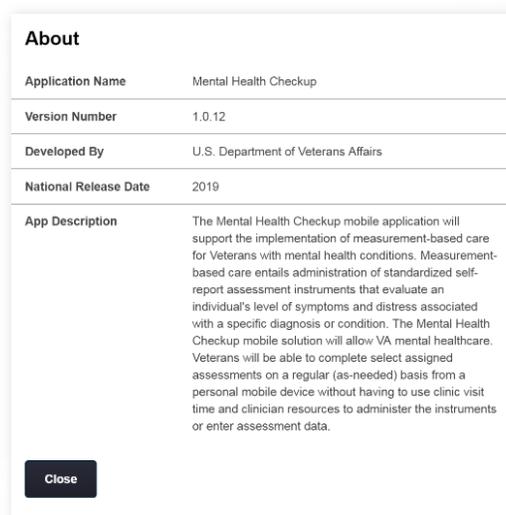
Tap on any of the tabs to view more information related to your assessments.

In the top right corner of the screen you will see your name. Below your name, tap **Home** to return to the home screen, **About** for more information about the app and **Help** to find additional resources.



Learning about the app

From anywhere in the app, tap **About** in the top right corner of the screen > A pop-up About box will appear detailing the app's name, version number, developers, national release date and a description of the app. Tap **Close** to return to the screen you were viewing.



Providing feedback about the app

From anywhere in the app, tap **Feedback** in the top right corner of the screen > The form to provide feedback will open in a new tab.

Accessing help for the app

From anywhere in the app, tap **Help** in the top right corner of the screen > A pop-up Help box will appear detailing the app's supported browsers, Help Desk and Emergency information. Tap **Close** to return to the screen you were viewing.

Accessing the VA Launchpad

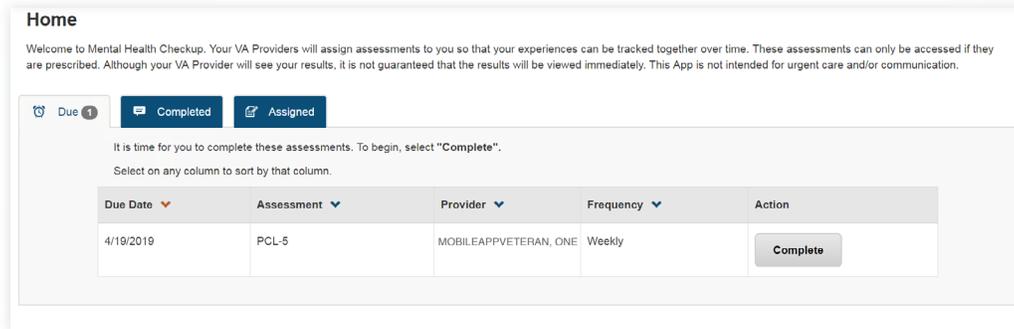
Through the VA Launchpad, you can access other apps without re-entering your VistA credentials. To access the VA Launchpad, tap the down-arrow beside your name in the top right corner of the screen. Tap **Return to Launchpad** from the drop-down menu that appears, and you will go to the VA App Store. Search for VA Launchpad to access the Launchpad App.

Logging out

To log out, from anywhere in the app, tap the down-arrow beside your name in the top right corner of the screen. Tap **Log Out** from the drop-down menu that appears to exit the app.

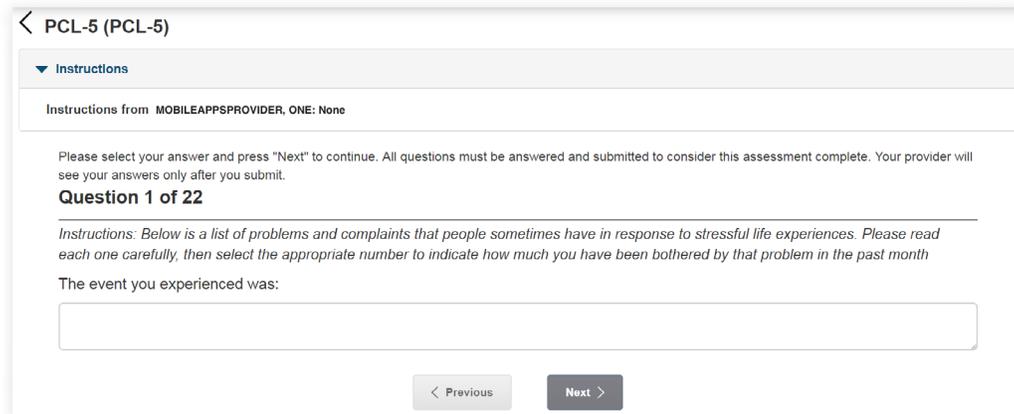
Assessments

View assessments assigned by your VA Providers and track your experiences over time.



Completing assessments

You will be able to view all assessments that are due from the corresponding tab on the home screen labeled due. You will see the number of due assignments next to the tab name. To complete an assessment, tap on the assessment name (**NOTE:** The date range may vary depending on the frequency of the assigned assessment. Assessments will no longer appear for completion if they are past their due dates.) > Tap **Complete** to begin taking an assessment that is due > A list of questions will appear asking for information related to the specific mental health condition you and your VA provider are monitoring (**NOTE:** Instructions entered by your provider will be visible above the questions and number of questions will vary depending on the assessment) > To complete the questions, tap a response, then tap **Next**. Continue this process until you come to the end of the questionnaire, or tap **Previous** to return to a question you would like to edit your answer to.



Once you have completed the questions, tap **Submit** to submit the assessment > Once the assessment has been submitted, it will be scored, saved, and available to your provider. A confirmation page will appear with information detailing the scoring severity of your assessment.

PCL-5 (PCL-5)

! Please follow-up with your provider to discuss assessment results !

Contact your provider directly or
 Call the Veterans Crisis Line at 1-800-273-8255 | press 1 📞 or
 Text the Veterans Crisis Line at 838255 📱 or
 Visit the Confidential Veterans Chat 🗨️

Score Severity

High

Your score puts you in the high range, which means that you have a lot of PTSD symptoms. If you already have spoken with a healthcare provider and have a diagnosis of PTSD, then this might not be new information. If you have never spoken with a provider before, now is probably the time to start.

Reactions like yours are normal. Many people who experience a trauma have this kind of reaction, at least for the first few weeks or months after the trauma. But once the problems have gone on for a while or they start to make it hard to function at home, school, or work, it's time to ask for some help.

There are scientifically proven treatments that really work for PTSD. Don't suffer for any longer than you have to. **See your care team at VA to learn if you're in the right kind of care or if you need to make any changes. Seeking help will be especially important if you think that you may have other trauma-related problems that this assessment would not identify, such as depression, substance abuse, or anxiety.**

If you ever feel like hurting yourself or someone else, contact the Veterans Crisis line to get help right away. Otherwise, you can take this assessment once per month to see how your symptoms are changing - and hopefully getting better - over time.

This is the first time you have completed this assessment.

✔ Thank you. Your assessment has been submitted to your provider. Please note that your provider may not see this right away.

Return to Home

If you answered PHQ-9 Question 9 as potentially being in crisis, an email will be sent alerting the Veterans Crisis Line and your health care provider.

Viewing assigned assessments

Assessments that have been assigned by your provider will appear on the **Assigned** tab on the home screen. You will see the number of assigned assessments next to the tab name. Tap **Assigned** to view your upcoming assessments. You will see the number of upcoming assessments displayed in the section header and below that, a table with each assessment's due dates, name, the name of your provider, and assessment frequency. Tap on the name of the assessment you would like to complete, and follow the steps in the Completing Assessments section of this user manual to submit an assessment.

Home

Welcome to Mental Health Checkup. Your VA Providers will assign assessments to you so that your experiences can be tracked together over time. These assessments can only be accessed if they are prescribed. Although your VA Provider will see your results, it is not guaranteed that the results will be viewed immediately. This App is not intended for urgent care and/or communication.

🕒 Due 📧 Completed 📄 Assigned

These are your upcoming assessments (not yet due)

| Due Date ▼ | Assessment ▼ | Provider ▼ | Frequency ▼ |
|------------|--------------|-------------------------|-------------|
| 4/26/2019 | PCL-5 | MOBIELAPPSPROVIDER, ONE | Weekly |
| 5/3/2019 | PCL-5 | MOBIELAPPSPROVIDER, ONE | Weekly |
| 5/10/2019 | PCL-5 | MOBIELAPPSPROVIDER, ONE | Weekly |

Viewing completed assessments

You will be able to view all completed assessments from the corresponding tab on the home screen labeled Completed. You will see the number of completed assignments next to the tab name. The number of completed assessments with new feedback from your provider will be displayed in the section header. Once you have viewed the completed details page for an assessment it will be considered reviewed and will not appear in the new count > Tap **View** to see the completed assessment's details (**NOTE:** Assessments will be displayed by most recent submission. You may filter the assessment display by tapping **Filter by Assessment**). To view your completed assessments as a graph, tap **View Assessment Score Historical Graphs** above the assessment table, then tap **View as Graph** in the top right corner above the assessment chart > To expand an assessment table, tap on the name of the assessment you would like to expand > A line graph of the assessments will appear. You can filter the line graph by number of assessments or by date range. To view your completed assessments as a table, tap **View as Table** in the top right corner above the assessment chart.

Home

Welcome to Mental Health Checkup. Your VA Providers will assign assessments to you so that your experiences can be tracked together over time. These assessments can only be accessed if they are prescribed. Although your VA Provider will see your results, it is not guaranteed that the results will be viewed immediately. This App is not intended for urgent care and/or communication.

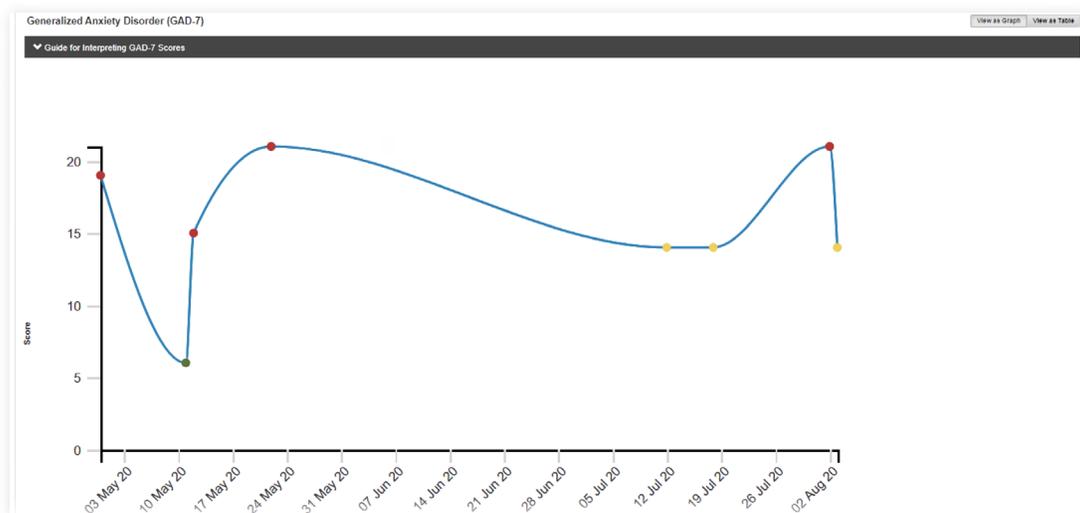
Due
Completed
Assigned

Your submitted assessments are recorded here. Select 'View' to view the details.

[View Assessment Score Historical Graph\(s\)](#)
Filter by Assessment

| Date Submitted | Assessment | Severity | Provider | Feedback | Action |
|----------------|------------|----------|------------------------|----------|----------------------|
| 04/19/2019 | PCL-5 | High | MOBIELAPSPROVIDER, ONE | None | View |

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Help and Additional Information

Additional training materials for the Mental Health Checkup App for Veterans

More resources, such as a Slideshow and FAQs, can be found on <https://mobile.va.gov/appstore>, and search for the app to access the resources.

Help Desk Information

If you need assistance with the Mental Health Checkup App, dial **(877) 470-5947** to speak with a VA representative. For TTY assistance, dial **711**.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain contact information for your Privacy Officer. To locate your VA facility, visit VA's Facility Locator: <http://www.va.gov/directory/guide/home.asp?isflash=1>. 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**.

ID.me Help

If you have questions about your ID.me account, visit www.id.me/about.

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.

My HealtheVet Help

If you have questions about your My HealtheVet Account, visit <http://www.myhealth.va.gov/mhv-portal-web/user-login> or dial **1-877-327-0022** for assistance.

Appendices

Appendix #1: Project References

This app was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality.

Appendix #2: Glossary

App – Application

DS 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.

EULA – End User License Agreement

VA – Department of Veterans Affairs