Rx Refill App

Quick Start Guide

Overview

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The Department of Veterans Affairs (VA) Rx Refill mobile application (app) allows you to request refills of your refillable VA-issued prescriptions, track VA prescription deliveries, view VA prescription history and access additional medication information on My Health*e*Vet from the convenience of your mobile device. The app works in conjunction with the Rx Refill feature within My Health*e*Vet, and refill requests submitted through the app or the My Health*e*Vet website are trackable using the app's Track Delivery feature.

NOTE: The VA prescription(s) listed in the app may not be a complete list of the VA-dispensed medications you are taking. Take your medication(s) as instructed by your provider. If you have questions, contact your VA care team.

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General Info

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Prerequisites

To use the Rx Refill App, you must:

1. Be enrolled in VA health care.

2. Have a DS Logon Level 2 (Premium) Account – The Rx Refill 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.
   - **NOTE:** Even if you are a My Health*e*Vet user, you will still need to register for a DS Logon Level 2 (Premium) Account in order to access the Rx Refill App.

3. Have a My Health*e*Vet Premium or Advanced account and opt into Rx Refill – Because this app leverages the Rx Refill technology within My Health*e*Vet, you must have a My Health*e*Vet Premium or Advanced account. To learn more about My Health*e*Vet account types, visit ***https://www.myhealth.va.gov/web/myhealthevet/my-healthevet-account-types***.

Logging In

Access the Rx Refill App, and tap **Login**. Enter your DS Logon Level 2 (Premium) Account credentials. 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.

NOTE: If this is your first time using a VA app that requires a DS Logon Level 2 (Premium) Account, you may have to provide your Right of Access as part of the log in process. The 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, and you will proceed into the app.

NOTE: You can access the Rx Refill App either directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps that access information from your VA Electronic Health Record (EHR). By signing into the VA Launchpad once with your DS Logon Level 2 (Premium) Account credentials, you can access multiple apps without signing into each app separately. If you are accessing the Rx Refill App through the VA Launchpad and have already signed into another app, you will not need to re-enter your credentials.

Getting to know the screen

When you log into the Rx Refill App, the Home screen will have two main ways to move through the app: the horizontal navigation bar at the top, and the four buttons on the Home screen.

The navigation bar is accessible from any screen in the app and includes four options: Home, Features, About and Help.

The four buttons on the Home screen give you access to the app's features, which include: Refillable VA Prescriptions, Track Delivery, Prescription History and Prescriptions Information on My Health*e*Vet.

Learning About the App

In the horizontal navigation bar at the top of the screen, tap **About**. A pop-up About box will appear, which provides background information about the app. Read the information, and tap **Close**.

Accessing the VA Launchpad

Through the VA Launchpad, you can access other apps without re-entering your DS Logon Level 2 (Premium) Account credentials. No matter what information you are currently viewing, you can always go to the VA Launchpad. Tap your Username in the upper right corner of the screen, and tap **Return to Launchpad**.

## Understanding the Important Information pop-up box

When you first access the app's features, an Important Information pop-up box appears. Read the important information, and tap **OK** to proceed to the screen of each app's feature.

Using the Sort Feature

When using the app's features, you can sort the information alphabetically. Tap **Sort** to order lists by medication, facility and, in some cases, status.

Logging Out

Tap your Username in the upper right corner of the screen, and tap **Log Out**.
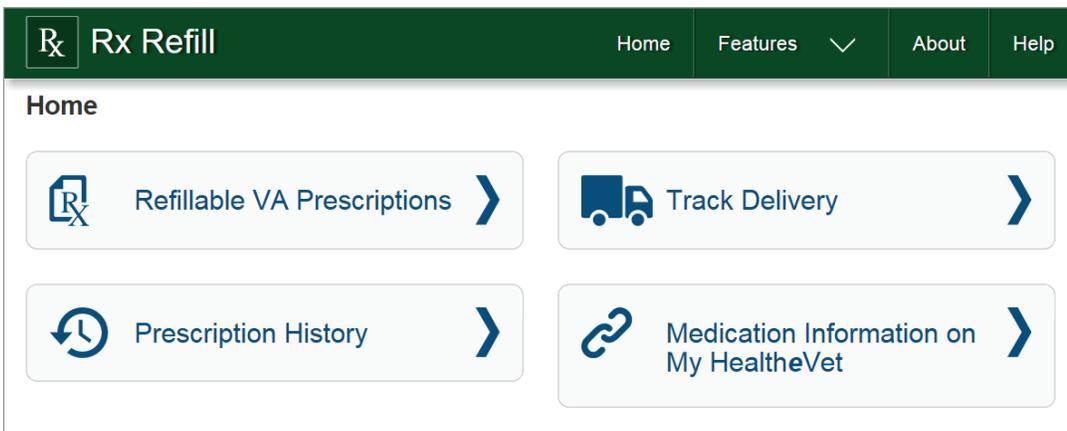
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Refillable VA Prescriptions

Use the Rx Refill App's Refillable VA Prescriptions feature to request a refill of your VA prescriptions. From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Refillable VA Prescriptions**. You will go to the Refillable VA Prescriptions screen that shows a list of refillable VA prescription. Tap **See Details** beneath the VA prescription you're interested in refilling, and you will go to a Refill Details screen, which includes information about the medication. Tap **Request Refill**, and a pop-up confirmation box will appear asking if you're sure you would like to refill the medication. Tap **Yes** if you would like to refill the medication, and a pop-up box confirmation will appear to let you know the VA prescription was successfully refilled. **NOTE:** If the VA prescription cannot be refilled, you will receive an error message with information on why the refill was not refillable and guidance on getting assistance.

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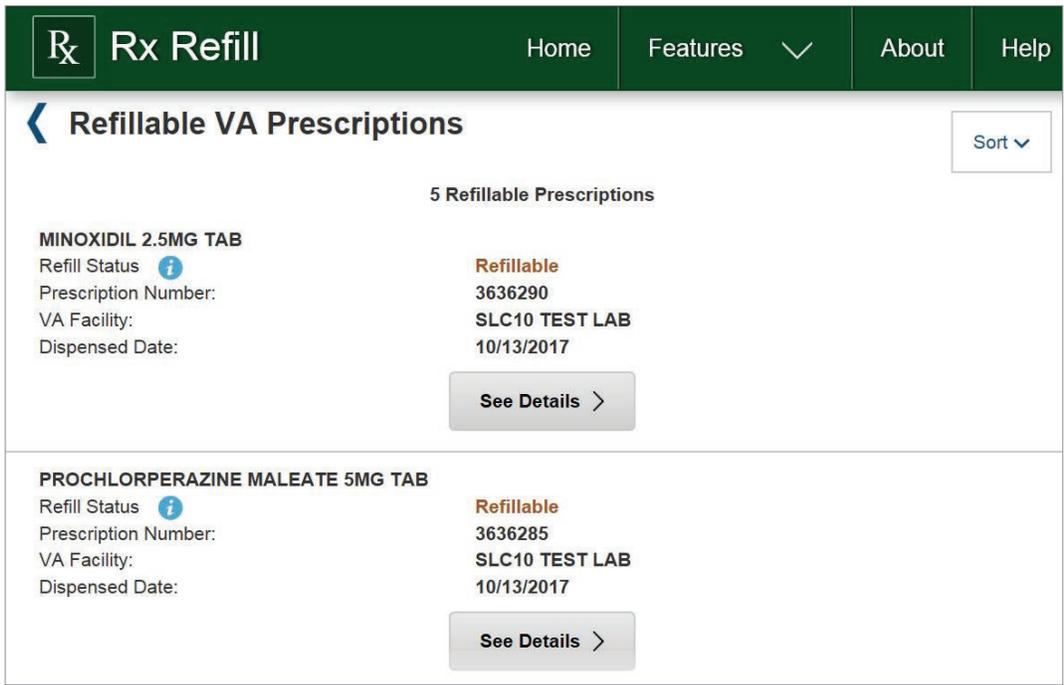
Track Delivery

Use the Rx Refill App's Track Delivery feature to view details about tracking information on each of your refill requests. With the Track Delivery Feature, you can view VA prescription information, view images of your medication, track delivery of your medication, view other VA prescriptions in your package and view past shipments.

Viewing VA Prescription Information

From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Track Delivery**. You will go to the Track Delivery screen that shows a list of trackable VA prescriptions, which includes VA prescriptions you refilled using the app as well as VA prescriptions you refilled using the My Health*e*Vet website. Tap **See Details** beneath the VA prescription you're interested in tracking, and you will go to a Tracking Delivery Details screen, which includes Prescription Information, Tracking Information and Past Shipments.

Viewing Images of Your Trackable VA Medications

From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Track Delivery**. You will go to the Track Delivery screen that shows a list of trackable VA prescriptions. Tap **See Details** beneath the VA prescription you're interested in tracking, and you will go to a Tracking Delivery Details screen. Tap **View Image**, and a pop-up Prescription Identification and Details box will appear, which includes an image of the VA medication as well as information about the medication. **NOTE:** The image is displayed for identification purposes only and does not mean that it is the dose to be taken. If the image shown does not match what you are taking, contact your VA care team. If an image is not available, a pop-up box will appear to let you know the image is not available.

Tracking Delivery of Your Medication

From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Track Delivery**. You will go to the Track Delivery screen that shows a list of trackable VA prescriptions. Tap **See Details** beneath the VA prescription you're interested in tracking, and you will go to a Tracking Delivery Details screen. If the VA prescription was filled and mailed to you within the past 30 days, you will see a tracking number. Tap the tracking number, and a pop-up box will appear to notify you that you are leaving the Rx Refill App to go to an external website. To proceed to the external website, tap **Continue**, and you will go to the website of the delivery service where you can see details about the delivery of your medication.

Viewing Other VA Prescriptions in Your Package

From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Track Delivery**. You will go to the Track Delivery screen that shows a list of trackable VA prescriptions. Tap **See Details** beneath the VA prescription you're interested in tracking, and you will go to a Tracking Delivery Details screen. Tap **Other Prescriptions in Package**, and if other VA prescriptions were included in the package, a list will expand showing the VA prescription name, form, dosage and VA prescription details for each item in the shipment.

Viewing Past Shipments

From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Track Delivery**. You will go to the Track Delivery screen that shows a list of trackable VA prescriptions. Tap **See Detail** beneath the VA prescription you're interested in tracking, and you will go to a Tracking Delivery Details screen. Review the information beneath Past Shipments.

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Prescription History

Use the Rx Refill App's Prescription History feature to view a list of your VA-dispensed medications. From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Prescription History**. You will go to the Prescription History screen that shows additional VA prescriptions, both refillable and not refillable, including a history of your refill requests. Tap **See Details** beneath the VA prescription you're interested in learning the history of, and you will go to a Prescription History Details screen, which includes information about your past VA-ordered prescriptions.

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Medication Information on My Health*e*Vet

Use the Rx Refill App's links to additional medication information on My Health*e*Vet feature to access the My Health*e*Vet website where you can view the medication information available to you. From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Medication Information on My Health*e*Vet**. You will go to the Medication Information on My Health*e*Vet screen that shows links to the My Health*e*Vet website. Tap on the link you are interested in learning about, and a pop-up box will appear to notify you that you are leaving the Rx Refill App to go to an external website. To proceed to the external website, tap **Continue**.

Help and Additional Information

Additional training materials for the Rx Refill App

More resources, such as a User Manual, Slideshow and FAQs, can be found on *mobile.va.gov/appstore*, and search for the app to access the resources.

Help Desk information

If you need assistance with the Rx Refill 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.

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?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.

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.