



Rx Refill App

User Manual



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 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 HealtheVet from the convenience of your mobile device. The app works in conjunction with the Rx Refill feature within My HealtheVet, and refill requests submitted through the app or the My HealtheVet website are trackable using the app's Track Delivery feature.

NOTE: The 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.

This app is available for iOS, Android and Windows operating systems and is support by these internet browsers.

1. Internet Explorer 11 and higher
2. Safari 7 and higher
3. Firefox 36 and higher
4. Google Chrome 40 and higher

The following User Manual provides an in-depth, step-by-step guide for using the Rx Refill App.

The Basics

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 HealtheVet 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 HealtheVet Premium or Advanced account and opt into Rx Refill—Because this app leverages the Rx Refill technology within My HealtheVet, you must have a My HealtheVet Premium or Advanced account. To learn more about My HealtheVet account types, visit <https://www.myhealth.va.gov/web/myhealthvet/my-healthvet-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** > 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 > 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

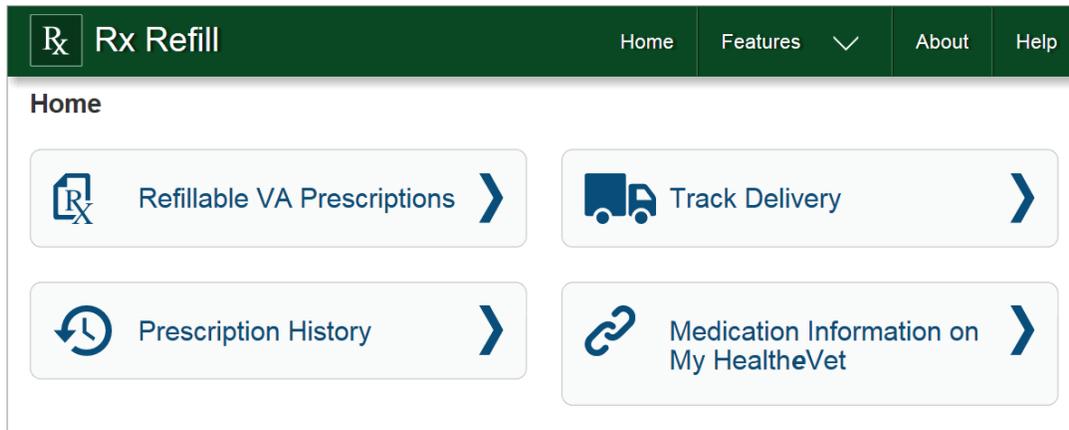
When you log into the Rx Refill App, the Home screen will have two main ways to move through the app: the horizontal navigation bar at the top, and the four buttons on the Home screen.

The navigation bar is accessible from any screen in the app and includes:

- Home – Return to the Home screen at any time.
- Features – View a drop-down list that allows you to access the apps four features.
- About – View information about the Rx Refill App.
- Help – See details for obtaining help using the Rx Refill App.

The four buttons on the Home screen give you access to the app's features, which include:

- Refillable VA Prescriptions – Shows a list of your prescriptions that are available for refill.
- Track Delivery – Includes the status of mailed VA prescriptions.
- Prescription History – Displays additional VA prescriptions, both refillable and not refillable, including a history of your refill requests.
- Medication Information on My HealthVet – Provides quick access to My HealthVet links.



Understanding the Important Information pop-up box

When you first access the app's features, an Important Information pop-up box appears to: 1) Let you know the VA prescription(s) listed may not be a complete list of the medication(s) you are taking; 2) Advise you to take your medication(s) as instructed by your provider; 3) Instruct you to contact your care team with questions about the VA prescription(s) listed on your medications; 4) Notify you the medications you are taking may have a VA prescription status of Active, On Hold, Discontinued or Expired. Read the important information, and tap **OK** to proceed to the screen of each app's feature. The Important Information pop-up box appears the first time you access each app's feature during a session, and you must tap **OK** to proceed to the feature.

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**. Additionally, throughout the app, tap the **i** icon to access additional information about the app's features.

Accessing help for the app

In the horizontal navigation bar at the top of the screen, tap **Help** > A pop-up Help box will appear, which provides:

- Browsers – The internet browsers on which the app works best.
- Help Desk – The number and operating hours of the VA Mobile App Help Desk.
- Emergency – Information on calling 911 in case of an emergency.
- General Feedback to VA – To let VA know what you think about the app and the VA Mobile Health program, tap the link to access the Rx Refill page on the VA App Store.

To close the Help box, tap **Close**.

Accessing the VA Launchpad

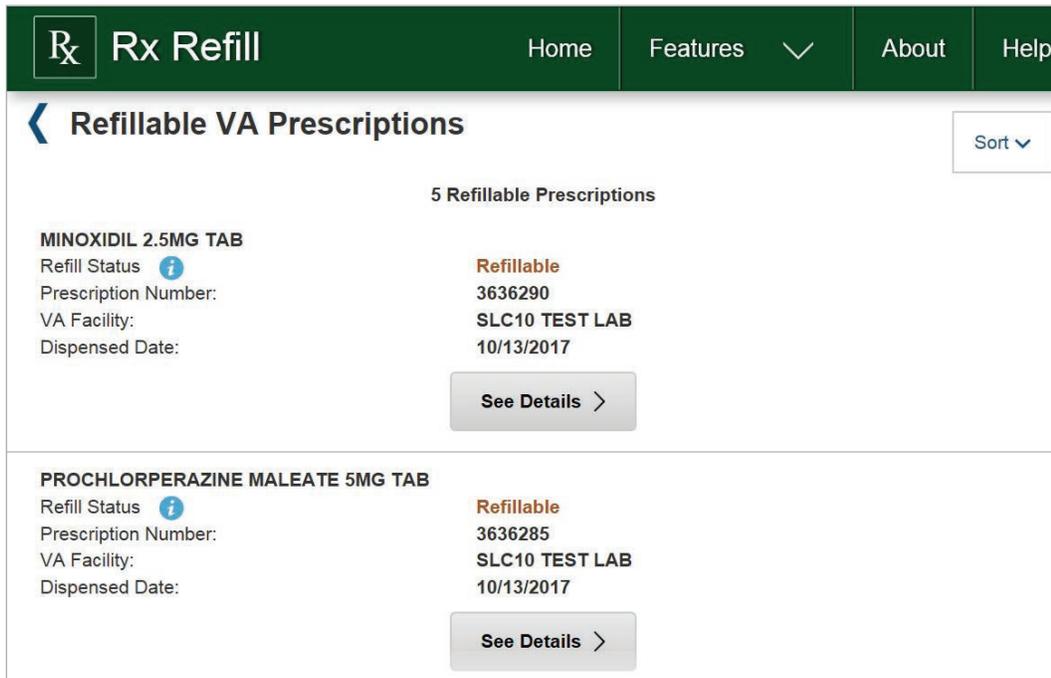
Through the VA Launchpad, you can access other apps without re-entering your DS Logon Level 2 (Premium) Account credentials. No matter what information you are currently viewing, you can always go to the VA Launchpad. Tap your Username in the upper right corner of the screen, and tap **Return to Launchpad**.

Logging out

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

Refillable VA Prescriptions

With the Rx Refill App, requesting a refill of your medications is as simple as clicking a button.



Requesting a refill

From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Refillable VA Prescriptions** > A pop-up Important Information box will appear, and read the information and tap **OK** > You will go to the Refillable VA Prescriptions screen that shows a list of refillable prescriptions sorted alphabetically by medication name, which is the default view > To sort differently, tap **Sort** and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Dispensed Date (Newest to Oldest), Dispensed Date (Oldest to Newest)) > Tap **See Details** beneath the prescription you're interested in refilling, and you will go to a Refill Details screen, which includes:

- Name of the medication – The name, strength, and dosage form of the VA prescription medication (i.e., Amoxicillin 500mg tablet).
- Quantity – Total number of pills or amount of medication you receive in each order.
- Refill Status – Indicates the status of the refill (i.e., refillable, submitted, refill in process).
 - Refillable - An active VA -prescription that has refills left and can be submitted for refill.

- Submitted - The refill request has been received by My Health eVet, but has not been processed by the VA pharmacy yet.
- Refill in Process - The submitted refill request is being processed by the VA pharmacy.
- Prescription number – VA prescription number of the medication.
- VA Facility – The name of the VA facility where the VA prescription was originally issued.
- Refills Left – Number of refills that remain to be filled.
- Dispensed Date - For an Active prescription, the Dispensed Date is the date the prescription was last mailed.
- Last Refill Shipped – Date of your last refill shipment.
- Current Prescription Expires – Date the VA prescription expires.

Review the information on the Refill Details screen, and if you would like to request a refill, tap **Request Refill** > A pop-up confirmation box will appear asking if you’re sure you would like to refill the medication > Tap **No** if you do not want to refill the medication, and you will return to the Refill Details screen > Tap **Yes** if you would like to refill the medication, and a pop-up box will appear to let you know the prescription was successfully refilled > Tap **OK**, and you will go to the Refillable VA Prescriptions screen. **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. To return to the Home screen either 1) Tap **Home** on the horizontal navigation bar at the top of the screen, or 2) Tap the back arrow to return to the Refill Details screen > Tap the back arrow to go to the Refillable VA Prescriptions screen > Tap the back arrow to go to the Home screen.

What to expect after you’ve requested a refill

After you’ve requested a refill of a VA medication, the medication’s status will change to Refill in Process. This shows that your VA pharmacy has received the request and is processing it. Your VA pharmacy will package your refill and mail it to you at the residence indicated in your file. See the Fill Date to learn when the medication will be ready to be mailed to you. The process of filling a refill request takes approximately 8-10 days.

Track Delivery

View details about tracking information on each of your refill requests.

Rx Refill		Home	Features	About	Help
Track Delivery Details					
Prescription Information					
ADEFОВIR DIPVOXIL 10MG TAB					
View Image					
Prescription Number:	3636186				
VA Facility:	SLC10 TEST LAB				
Rx Information Phone Number:	555-555-5555				
Tracking Information					
Date Shipped:	9/7/2016				
Delivery Service:	USPS				
Tracking Number:	657068337842				
Other Prescriptions in Package					
MIRTAZAPINE 15MG TAB					
View Image					
Prescription Number:	3636185				
AMINOGlutETHIMIDE 250MG TAB					
View Image					
Prescription Number:	3636188				
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** > A pop-up Important Information box will appear, and read the information and tap **OK** > 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 eVet website > The list will be sorted by last refill shipped, which is the default view > To sort differently, tap **Sort**, and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Last Refill Shipped (Newest to Oldest), Last Refill Shipped (Oldest to Newest)) > 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:
 - Name of the medication – The name, strength, and dosage form of the VA prescription medication (i.e., Amoxicillin 500mg tablet).
 - View Image – An image of your medication and VA prescription details.
 - Prescription Number – VA prescription number of the medication.
 - VA Facility – The name of the facility where the VA prescription was originally issued.
 - Rx Information Phone Number – Phone number to call for information on your medication.
- Tracking Information
 - Date Shipped – Date your VA prescription was shipped to you.
 - Delivery Service – Delivery service that will deliver your VA prescription to you.
 - Tracking Number – The tracking number of your VA prescription.
 - Other Prescriptions in Package – View other VA prescriptions that are included in your delivery package.
- Past Shipments
 - Date Shipped – Date your past VA medications shipped.
 - Delivery Service – The delivery service that delivered your past VA prescriptions.
 - Tracking Number – The tracking number of your past VA prescription delivery package.
 - Other Prescriptions in Package – View other VA prescriptions that were included in your delivery package.

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** > A pop-up Important Information box will appear, and read the information and tap **OK** > You will go to the Track Delivery screen that shows a list of trackable VA prescriptions, sorted by last refill shipped, which is the default view > To sort differently, tap **Sort** and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Last Refill Shipped (Newest to Oldest), Last Refill Shipped (Oldest to Newest)) > 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 medication as well as information including the medication's pack type, VA medication name, shape, color, front imprint and back imprint > Tap **Close** to return to the Tracking Delivery Details screen. To return to the Home screen either 1) Tap **Home** on the horizontal navigation bar at the top of the screen, or 2) Tap the back arrow to return to the Track Delivery screen > Tap the back arrow to go to the Home screen. **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. Only trackable prescriptions have images available.

Tracking delivery of your VA medication

From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Track Delivery** > A pop-up Important Information box will appear, and read the information and tap **OK** > You will go to the Track Delivery screen that shows a list of trackable VA prescriptions, sorted by last refill shipped, which is the default view > To sort differently, tap **Sort** and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Last Refill Shipped (Newest to Oldest), Last Refill Shipped (Oldest to Newest)) > 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 (Check the box next to 'Do not show this message again' to avoid seeing this pop-up box in the future.) > 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. Tap **Cancel** to return to the Tracking Delivery Details screen. In the native iOS version of the Rx Refill App, you can return to the app from the external website by tapping the Back button in the top left corner of the screen. To return to the Home screen either 1) Tap **Home** on the horizontal navigation bar at the top of the screen, or 2) Tap the back arrow to return to the Track Delivery screen > Tap the back arrow to go to the Home screen.

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** > A pop-up Important Information box will appear, and read the information and tap **OK** > You will go to the Track Delivery screen that shows a list of trackable VA prescriptions, sorted by last refill shipped, which is the default view > To sort differently, tap **Sort** and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Last Refill Shipped (Newest to Oldest), Last Refill Shipped (Oldest to Newest)) > 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, dosage, form, and VA prescription details for each item in the shipment. To view an image and additional details of past medication shipments, tap **View Image Details** under the medication name you would like to view, and a pop-up Prescription Identification and Details box will appear. Tap **Close** to return to the Tracking Delivery Details screen. To return to the Home screen either 1) Tap **Home** on the horizontal navigation bar at the top of the screen, or 2) Tap the back arrow to return to the Track Delivery screen > Tap the back arrow to go to the Home screen.

Viewing past shipments

From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Track Delivery** > A pop-up Important Information box will appear, and read the information and tap **OK** > You will go to the Track Delivery screen that shows a list of trackable VA prescriptions, sorted by last refill shipped, which is the default view > To sort differently, tap **Sort** and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Last Refill Shipped (Newest to Oldest), Last Refill Shipped (Oldest to Newest)) > Tap **See Details** 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, which includes the date the medication shipped, the delivery service and tracking number. To return to the Home screen either 1) Tap **Home** on the horizontal navigation bar at the top of the screen, or 2) Tap the back arrow to return to the Track Delivery screen > Tap the back arrow to go to the Home screen.

Prescription History

View a list of your VA-dispensed VA medications.

Rx Refill Home Features About Help

Prescription History

Sort

36 Total Prescriptions

BROMOCRIPTINE MESYLATE 5MG CAP

Prescription Status **Active**
 Prescription Number: 3636284
 VA Facility: SLC10 TEST LAB
 Last Refill Shipped: 10/16/2017

See Details >

DIGOXIN (LANOXIN) 0.25MG TAB

Prescription Status **Active**
 Prescription Number: 3636288
 VA Facility: SLC10 TEST LAB
 Last Refill Shipped: 10/16/2017

See Details >

Viewing your VA prescription history

From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Prescription History** > A pop-up Important Information box will appear, and read the information and tap **OK** > You will go to the Prescription History screen that shows additional VA prescriptions, both refillable and non refillable, including a history of your refill requests sorted by last refill shipped, which is the default view > To sort differently, tap **Sort**, and tap the option for how you would like to view the list (Medication (A-Z), Medication (Z-A), Facility (A-Z), Facility (Z-A), Status (A-Z), Status (Z-A), Last Refill Shipped (Newest to Oldest), Last Refill Shipped (Oldest to Newest)) > 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:

- Name of the medication – The name, strength, and dosage form of the VA prescription medication (i.e., Amoxicillin 500mg tablet).
- Quantity – Total number of pills or amount of medication you receive in each order.
- Prescription Status
 - Active - The VA prescription is available to be filled. If you have refills, you may request a refill of this VA prescription if it has a My HealthVet Status of Refillable.
 - Suspended - An active VA prescription that is scheduled to be mailed on the next possible fill date. Contact your VA pharmacy if you need this VA prescription sooner.
 - On Hold - An active VA prescription that will not be filled until the pharmacy resolves the hold. Contact your VA care team when you need more of this VA prescription.
 - Discontinued - A VA prescription your provider has stopped. It is no longer available to be sent to you or picked up at the pharmacy window. Contact your VA care team if you need more of this medication.
 - Expired - A VA prescription that is too old to be filled. Contact your VA care team if you need more of this medication. **NOTE:** This does not refer to the expiration date of the medication in the container.
 - Unknown - The status cannot be determined. Contact your VA care team when you need more of this VA prescription.

- Prescription number – VA prescription number of the medication.
- VA Facility – The name of the VA facility where the VA prescription was originally issued.
- Refills Left – Number of refills that remain to be filled.
- Dispensed Date - For an Active prescription, the Dispensed Date is the date the prescription was last mailed.
- Last Refill Shipped – Date of your last refill shipment.
- Current Prescription Expires – Date the VA prescription expires.

Review the information on the Prescription History Details screen. To return to the Home screen either 1) Tap **Home** on the horizontal navigation bar at the top of the screen, or 2) Tap the back arrow to return to the Prescription History screen > Tap the back arrow to go to the Home screen.

Medication Information on My HealtheVet

Easily access links to the My HealtheVet website where you can view additional medication information available to you.



Viewing your additional medical information on My HealtheVet

From either the Home screen or the Features drop-down list accessible on the horizontal navigation bar, tap **Medication Information on My HealtheVet** > A pop-up Important Information box will appear, and read the information and tap **OK** > You will go to the Medication Information on My HealtheVet screen that shows links to the My HealtheVet website, which includes:

- My Complete Medication List – Allows you to view many of your VA medications.
- Blue Button Download – Allows you to access all of your Blue Button data.
- VA Health Summary - Provides access to your CCD information.
- FAQs - My HealtheVet Provides commonly asked questions and answers about features in My HealtheVet.
- Medical Library - Provides access to two online medical libraries for you to learn more about your health and safety.

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 (Check the box next to 'Do not show this message again' to avoid seeing this pop-up box in the future.) > To proceed to the external website, tap **Continue**, or tap **Cancel** to return to the Additional Medication Information on My HealtheVet screen. To return to the Home screen either 1) Tap **Home** on the horizontal navigation bar at the top of the screen, or 2) Tap the back arrow.

Help and Additional Information

Additional training materials for the Rx Refill App

More resources, such as a Quick Start Guide, 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.

Appendices

Appendix #1: Project References

The Rx Refill App was one of a suite of apps tested during a pilot program beginning in 2013; participants included more than 1,000 Caregivers of seriously injured post-911 Veterans. The app was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject Matter Experts involved in creating the app are Dr. Eric Spahn, et al.

Appendix #2: Glossary

ADR – Adverse Drug Reaction

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

Consolidated Mail Outpatient Pharmacy (CMOP) – A virtual extension of VA Medical Center pharmacies that mails prescription medications and supplies directly to Veteran patients.

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.)

Electronic Health Record (EHR) – A digital record of a patient’s treatment plan and health care interactions with his or her providers.

FDA – Food and Drug Administration

Fill Date – This can be one of three possible dates:

- If the prescription has never been refilled, the date shown is when the prescription was first issued.
- If the prescription has been refilled, the date shown is when the prescription was last filled.
- If the Refill Status is Refill in Process, the date shown is the scheduled fill date.

My HealtheVet – My HealtheVet is VA’s online personal health record – designed for Veterans, active duty service members, 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.

National Drug Code (NDC) – A unique number that identifies the manufacturer, drug product and package size. This can be used to properly identify medications. The Track Delivery button is shown if the VA prescription was filled by the VA Mail Order Pharmacy and mailed in the last 30 days.

Prescription Status:

- **Active** – The VA prescription is available to be filled. If you have refills, you may request a refill of this VA prescription if it has a My HealtheVet Refill Status of Refillable.
- **Suspended** – An active VA prescription that is scheduled to be mailed on the next possible fill date. Contact your VA pharmacy if you need this VA prescription sooner.
- **On Hold** – An active VA prescription that will not be filled until the pharmacy resolves the hold. Contact your VA care team when you need more of this VA prescription.
- **Discontinued** – A VA prescription your provider has stopped. It is no longer available to be sent to you or picked up at the pharmacy window. Contact your VA care team if you need more of this medication.
- **Expired** – A VA prescription that is too old to be filled. Contact your VA care team if you need more. **NOTE:** This does not refer to the expiration date of the medication in the container.
- **Unknown** – The status cannot be determined. Contact your VA care team when you need more of this VA prescription.

Refill Status:

- **Refillable** – An active VA prescription that has refills left and can be submitted for refill.
- **Submitted** – The refill request has been received by My HealtheVet but has not been processed by the VA pharmacy yet.
- **Refill in Process** – The submitted refill request is being processed by the VA pharmacy.

Refill Submit Date – The date the last refill request was submitted using the Rx Refill App or My HealtheVet Rx Refill feature.

UPS – United States Parcel Service

USPS – United States Postal Service

VA – Department of Veterans Affairs

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