User Manual

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Overview

The Department of Veterans Affairs (VA) Ask a Pharmacist mobile application (app) allows Veterans to access information about VA pharmacies and medications easily – with the comfort of knowing the information is valid and from trusted sources. If Veterans also have a verified My HealtheVet account (credentials for VA’s personal health record), they can link to VA pharmacy and Secure Messaging services via the app, allowing them to quickly go to their personal medication and health information as well as learn about pharmacy-related topics.

This app is available for iOS, Android and Windows operating systems, and is supported by these Internet browsers:

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

This user manual provides an in-depth, step-by-step guide for using the Ask a Pharmacist App.
The Basics

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 ID.me, DS Logon Level 2 (Premium), or My HealtheVet Premium Account credentials. If you do not have any of these accounts, or you are not sure, visit https://mobile.va.gov/login-information for more information.

- ID.me Account users: Access Ask A Pharmacist > 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 Ask A Pharmacist > 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 Ask A Pharmacist > 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 Account 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: 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 Ask A Pharmacist 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.

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 (e.g., a Premium My HealtheVet account is required to use Secure Messaging). You can upgrade your account either through:
   a. In-Person Authentication* (IPA) at your local VA Medical Center or Community Based Outpatient Clinic (CBOC).
   b. Online Authentication* through www.ebenefits.va.gov. This is for users who have a connected eBenefits DS Logon Premium account & My HealtheVet VA Patient account.

   (*Authentication means you are verifying your identity.)
To learn more about the three MyHealtheVet 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 MyHealtheVet, you will be asked to log in with your User ID and Password. If you have already logged into MyHealtheVet in the same session you are using the Ask a Pharmacist App, you will not have to log into MyHealtheVet again, unless you have been inactive in MyHealtheVet for 20 minutes. (As of January 2016, the timeout for inactivity is 20 minutes, and this is subject to change.)

Logging in
When you first access the app, you will see an End User License Agreement (EULA) > Read the EULA, and tap Accept > You will go to the Ask a Pharmacist App home screen. The next time you access the app, you will go directly to the home screen.

NOTE: You can access the Ask a Pharmacist App either directly from your mobile device 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, you can access multiple apps without signing into each app separately. If you are accessing the Ask a Pharmacist 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 Ask a Pharmacist App, the home screen will have two main ways to move through the app: the horizontal navigation bar at the top, and the five buttons on the home screen.

The navigation bar includes:

- **Home**
- **Features** – access the same features as the five buttons on the home screen
- **About** – background information about the app
- **Help** – access to help hotlines and the user manual on the VA App Store

The five buttons on the Home screen give you access to the app’s main features:

- Prescription Refill and Pharmacy Services
- Pill and Bottle Information
- VA Trusted Medication Resources
- About VA Pharmacies
- Send a Secure Message

**Learning about the app**

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

- Supported Browsers – The internet options on which the app works best.
- Toll Free Help Desk – The number and operating hours of the VA Mobile App Help Desk.
- TTY Toll Free Help Desk – The number and operating hours for TTY help.
- General Feedback to VA – To let VA know what you think about the app and the VA Mobile Health program, tap General Feedback to VA > You will navigate away from the app and to a VA Mobile Health App Feedback website where you can take a survey and submit your comments about the app.

To close the Help box, tap Close.
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 Health.eVet website that provides you with information about how to log into My Health.eVet to view a list of your past VA prescribed medications. If you have already logged into My Health.eVet in the same session you are using the Ask a Pharmacist App, you will not have to log into My Health.eVet again, unless you have been inactive in My Health.eVet for 15 minutes.

- **Rx Refill** – You will go to a page on the My Health.eVet website that provides a list of FAQs regarding the VA (Rx) Prescription Tracker.

- **Rx Refill Guide** – You will go to a page on the My Health.eVet website where you can learn about refilling your VA prescriptions.

- **Track My Medications** – You will go to a Track My Medications screen > Tap either Prescription Tracker-FAQ, UPS My Choice or USPS > You will go to the service's website where you can track your prescription deliveries.

- **Medical Library** – My Health.eVet provides two extensive, online medical libraries for you to learn more about your health and stay healthy. The Veterans Health Library is designed and available to all Veterans, their family members, and the public, no matter where the Veteran receives care and MedLine Plus® is the online resource from the National Library of Medicine located at the National Institutes of Health. MedLine Plus® offers a wealth of information on health promotion, conditions, and treatments to help you take control of your own health.

- **Send a Secure Message** – You can use Secure Messaging on My Health.eVet to communicate online with your health care teams and other medical center departments.
• **FAQs-My HealthVet** – You will go to a page on the My HealthVet website about commonly asked questions and answers and features in My HealthVet.

• **Medical Library** – You will go to a page on the My HealthVet website where you can access resources in two different online medical libraries to help you learn more about your health and ways to stay healthy.

• **Medication Articles on My HealthVet** – You will go to a screen that lists the articles about medications that are on the My HealthVet website > Tap the name of the article you would like to read > You will go to a page that features the article.

• **Send a Secure Message** – You will go to a page on the My HealthVet website where you may learn about sending Secure Messages to your VA care team.

When you click on a link that takes you to a site that is not part of the Ask a Pharmacist App, a pop-up box will appear, informing you that you will be leaving the app and going to an external website > Tap **Continue** > You will go to the website with the information, which will usually be a page on the My HealthVet website. To return to the Ask a Pharmacist App from the external site, tap the back arrow on your device or browser. **NOTE:** Most of these links will take you to information about these features on the My HealthVet website. However, to use the features themselves within the My HealthVet website, you will have to log in with your My HealthVet credentials.

# Pill and Bottle Information

Learn how to read a prescription label and identify pills by sight.
Accessing Pill and Bottle Information

Either on the home screen or from the Features drop-down menu, tap Pill and Bottle Information > You will go to a Pill and Bottle Information screen > Tap the name of the type of information you would like to view:

- Pill Bottle Information – You will go to a screen that provides a diagram of a label to help you interpret the information, as well as some medication safety tips.
- Pill Identification – A pop-up box will appear, informing you that you will be leaving the app and going to an external website > Tap Continue > A pop-up message box about medication emergencies will appear > Tap OK > You will go to a National Library of Medicine pillbox site, which provides images and information to help you identify pills by sight.

VA Trusted Medication Resources

Access reliable, VA-approved resources about types of drugs and administering and disposing of medications.

<table>
<thead>
<tr>
<th>VA Trusted Medication Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer Drug, Herbal &amp; Supplement Information</td>
</tr>
<tr>
<td>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 therapeutic failures.</td>
</tr>
<tr>
<td>FAQs - VA National Medication Formulary</td>
</tr>
<tr>
<td>Ask A Pharmacist provides links to general questions and answers on medications and medication management from trusted resources.</td>
</tr>
<tr>
<td>Know Your Medication Label</td>
</tr>
<tr>
<td>A standardized patient-centric label was created to increase each Veteran's understanding of how to take his or her medications.</td>
</tr>
<tr>
<td>Pill Identification</td>
</tr>
<tr>
<td>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 search for and identify oral solid dosage form medications.</td>
</tr>
</tbody>
</table>
Accessing trusted medication resources
Either on the home screen or from the Features drop-down menu, tap **VA Trusted Medication Resources** > You will go to a VA Trusted Medication Resources screen > Tap on the names of the kinds of services:

- **Consumer Drug, Herbal & Supplement Information** – You will have to tap the names of the subcategories of information > When you reach your final selection, a pop-up box will appear, informing you that you will be leaving the app and going to an external website > Tap **Continue** > You will go to the site with information and reviews on consumer drugs, herbal and supplemental information.

- **Drug Interactions and Adverse Drug Events** – You will have to tap the names of the subcategories of information > When you reach your final selection, a pop-up box will appear, informing you that you will be leaving the app and going to an external website > Tap **Continue** > You will go to the site with the information on how drugs interact with each other and side effects.

- **FAQ-VA National Medication Formulary** – You will go to a FAQs screen that provides you with answers to general questions about medications and medication management.

- **How to Properly Administer a Medication** – A pop-up box will appear, informing you that you will be leaving the app and going to an external website > Tap **Continue** > You will go to a Safe Medication site where you can learn more about how to administer medications.

- **Know Your Medication Label** – You will go to a screen that provides a diagram of a label to help you interpret the information, as well as some medication safety tips.

- **Medication Disposal** – A pop-up box will appear, informing you that you will be leaving the app and going to an external website > Tap **Continue** > You will go to the VA Pharmacy Benefits Management Services website for more information on how to stay safe when disposing medication.

- **Pill Identification** – A pop-up box will appear, informing you that you will be leaving the app and going to an external website > Tap **Continue** > A pop-up message box about medication emergencies will appear > Tap **OK** > You will go to a National Library of Medicine pillbox site, which provides images and information to help you identify pills by sight.
About VA Pharmacies

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

Accessing information about VA pharmacies
Either on the home screen or from the Features drop-down menu, tap About VA Pharmacies > You will go to an About VA Pharmacies screen > Tap on the names of the kinds of information:

- **Find My Facility** – A pop-up box will appear, informing you that you will be leaving the app and going to an external website > Tap Continue > You will go to the VA Facility Location website where you can select the type of location you’re looking for and then go to a map with a search feature.

- **How VA Pharmacies Operate** – You will go to a How Do VA Pharmacies Operate? screen with more information.

- **How VA Pharmacists Help Veterans** – You will go to a How VA Pharmacies Help Veterans screen with more information.
Send a Secure Message

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

Accessing My HealthVet’s Secure Messaging feature
Either on the home screen or from the Features drop-down menu, tap Send a Secure Message > A pop-up box will appear, informing you that you will be leaving the app and going to an external website > Tap Continue > You will go to a webpage on My HealthVet where you learn about sending Secure Messages to your VA care team. NOTE: To send a Secure Message, you have to have a My HealthVet Premium account, and then log into My HealthVet with your credentials to use the feature within the site.
Appendices

Appendix #1: Project References
This app was developed by Hewlett Packard according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject matter experts who served in the Ask a Pharmacist App’s creation are: The Hewlett Packard Team.

Appendix #2: Glossary

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

DoD – Department of Defense

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. *(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.

EULA – End User License Agreement.

My HealtheVet – An online resource created by VA that allows Veterans and Caregivers to create a personal health record and access educational health care information and acts as a portal to VA Electronic Health Records (EHRs) by clicking on the Blue Button.
PDF – A file format that provides an electronic image of text and/or graphics that looks like a printed document and cannot be edited, but can be viewed, printed and electronically transmitted.

VA – Department of Veterans Affairs

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