

# MyVA Health Journal App

## *User Manual*

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Office of Connected Care

**October 2018**

# *User Manual*

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# Overview

The Department of Veterans Affairs (VA) MyVA Health Journal App allows you to enter, view and track personal information about your health. With the app, you can store contact information and health and military histories, as well as record your wellness goals, monitor your mood and create entries about a variety of health topics. You can also set reminders about appointments or to create new health entries so you remember to track your health. These are the app's core features:

- **My Profile** – Store military and occupational history.
- **My Story** – Reflect on values and goals, and rate your state of health and wellness.
- **My Medical** – Create appointment plans, store medical history, and record symptoms and medical events.
- **Personal Trackers** – Enter and track health items (e.g., diet, exercise, glucose).
- **My Reminders** – Set reminders for appointments, medications and more.
- **Notifications** – Receive notifications from VA based on data in the app.
- **Contacts** – Store health care, personal and insurance contacts and record when you last communicated with them.
- **Assessments** – Assess your health and rate your hospital and outpatient care.
- **Images and Documents** – Save files related to your health or military service.
- **Health Report** – Create a report from data in the app.

**NOTE:** At this time, information you submit using the MyVA Health Journal App might not be viewed by your VA care team. VA is working on functionality that will allow your VA care team to view all information submitted and receive notifications. When this is available, you will receive a notice within the app. At that time, to request a review of your submitted information, call your clinic or send a Secure Message to your health care team or discuss during an in-person visit with your provider.

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

1. Internet Explorer 10 and higher
2. Safari 7 and higher
3. Firefox 24 and higher
4. Google Chrome 30 and higher

The following User Manual provides an in-depth, step-by-step guide for using the MyVA Health Journal App.

# The Basics

## Prerequisites:

- Be enrolled in VA health care.
- Have ID.me, DS Logon Level 2 (Premium) or My HealtheVet Premium Account credentials - MyVA Health Journal requires 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](https://mobile.va.gov/login-information) for more information.

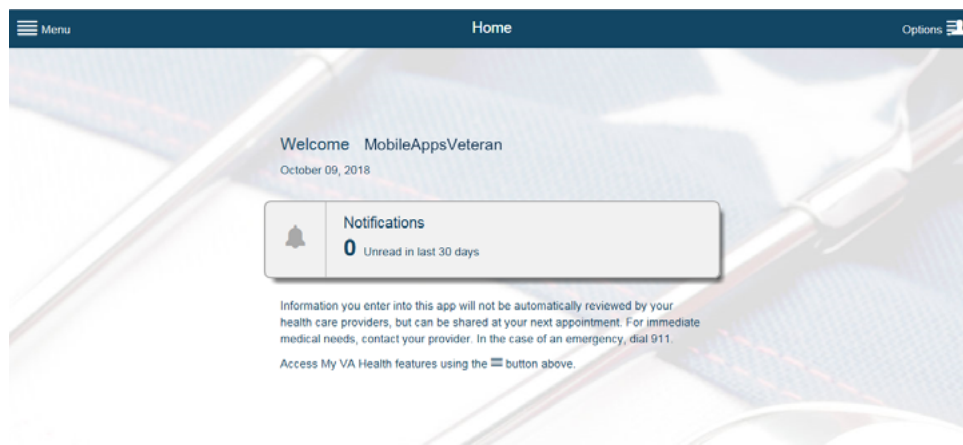
## Logging in

You may log into MyVA Health Journal with ID.me, DS Logon Level 2 (Premium) or My HealtheVet Premium Account credentials.

- ID.me Account users: Access MyVA Health Journal > 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 MyVA Health Journal > 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 MyVA Health Journal > 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 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 MyVA Health Journal App 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.



## Getting to know the screen

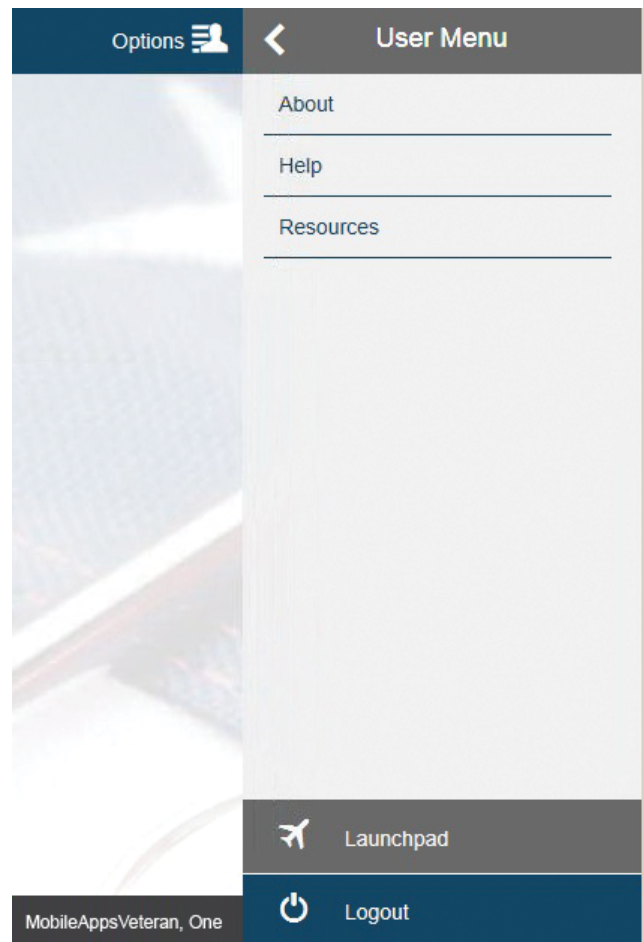
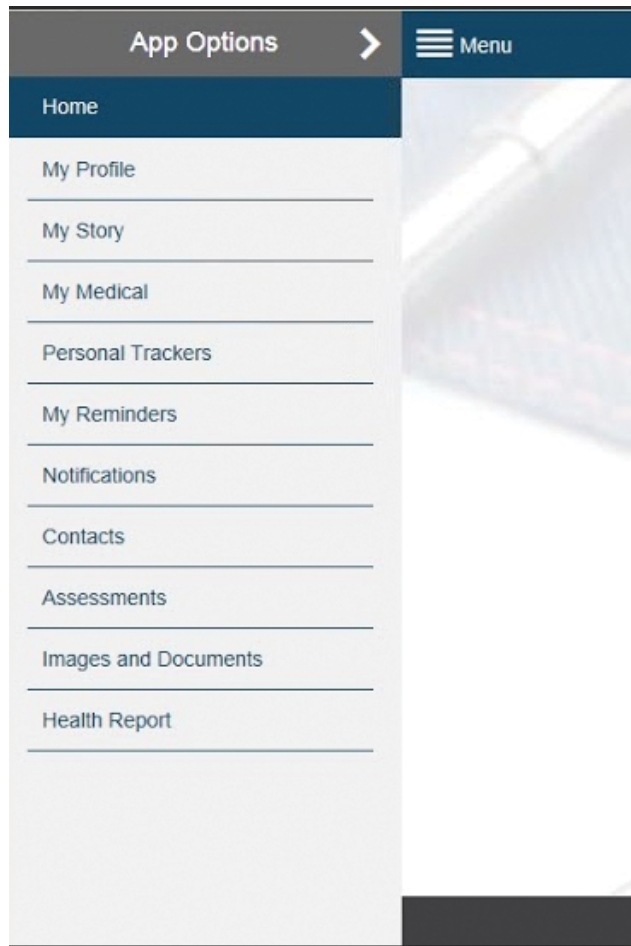
When you log into the MyVA Health Journal App, you will see a Home screen that shows you:

- The app's notifications – See a quick count of your unread notifications received in the last 30 days, and tap to quickly access the Notifications feature of the MyVA Health Journal App.

There are also two menus to help you navigate the app:

- Menu (four-line icon in upper left corner) – Slide-out menu that allows you to access Home, My Profile, My Story, My Medical, Personal Trackers, My Reminders, Notifications, Contacts, Assessments, Images and Documents and Health Report.
- Options (four-line icon with silhouette in upper right corner) – Slide-out menu that allows you to access About, Help, Resources, Launchpad and Logout.

Tap on the icons, and the menus will slide out from the sides of the screen. To close the menus, tap the menu icons again.



## Learning more about the app

Tap **Options** (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **About** > A pop-up About box will appear > You will see background information about the app. To close the About box, tap **OK**.

## Accessing built-in help about the app

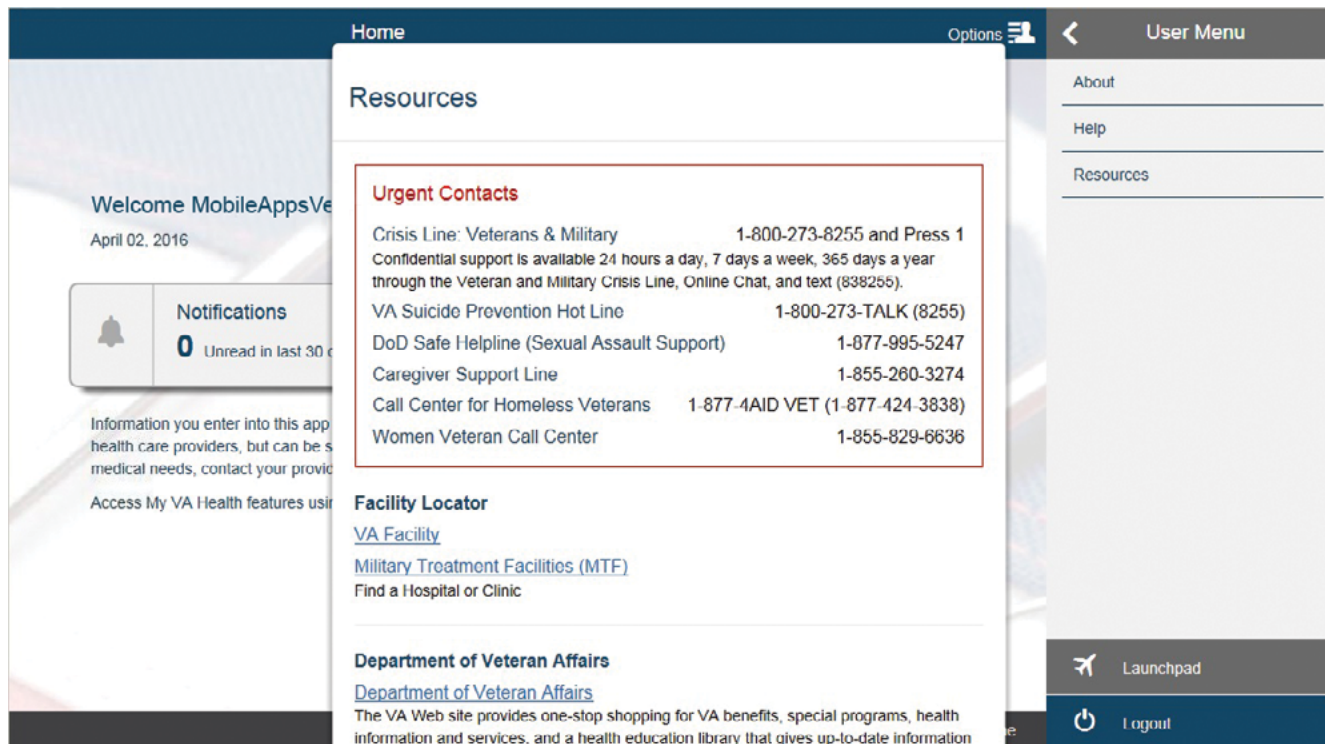
Tap **Options** (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Help** > A pop-up Help box will appear > You will see the Help Desk number to call for assistance, or you can:

- Tap the **General Feedback to VA** hyperlink, which will open a new browser tab where you can answer a survey and submit your comments about the app to VA.
- Tap the **User Guide** hyperlink, which will open up a new browser window where you can access additional instructions for using the app.

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

## Accessing additional health care resources

Tap **Options** (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Resources** > A pop-up Resources box will appear, which includes urgent contacts and links to other VA and DoD health care resources. To visit the resources, tap the links > The resource you selected will open in a new browser window. To close the Resources box, tap **OK**.





## Accessing the VA Launchpad

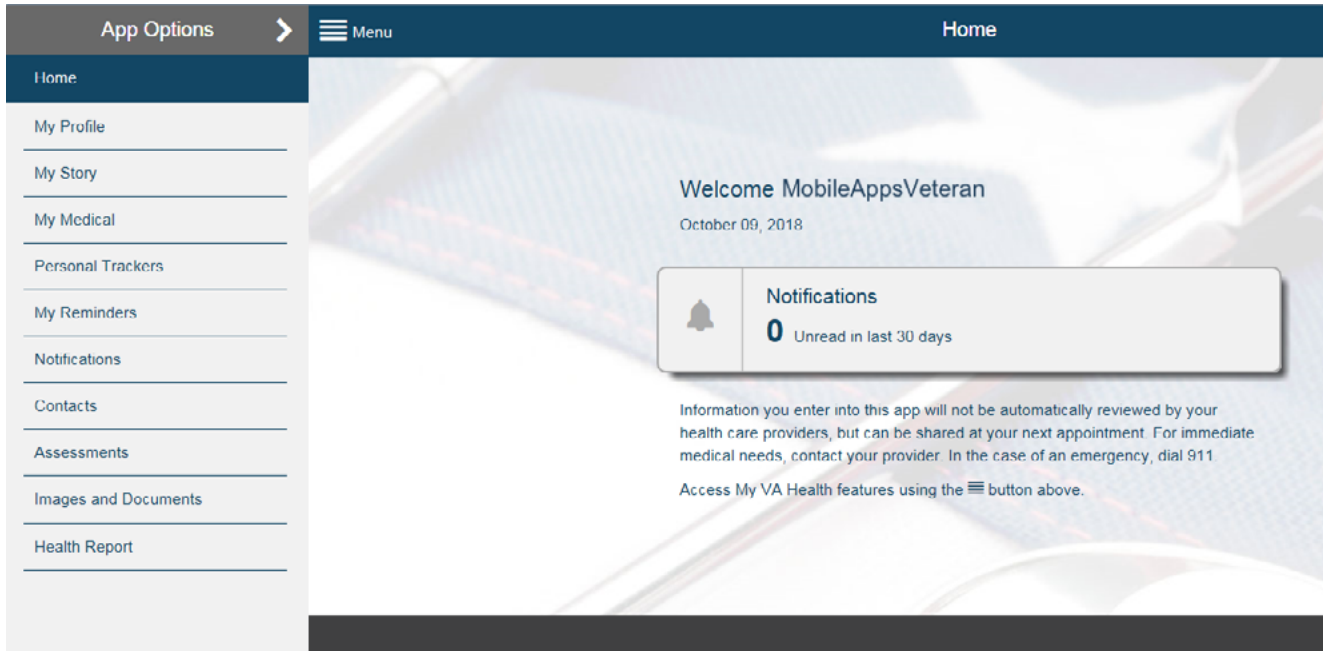
Tap **Options** (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Launchpad** > You will go to the VA Launchpad and stay signed into the MyVA Health Journal App.

## Logging out

Tap **Options** (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Logout** > You will go to the VA Launchpad and be logged out of the MyVA Health Journal App.

# MyVA Health Journal App Options

Use the app's core features to self-enter contact information, health and military histories; record your goals, mood and health data; and set notifications and reminders.



## Understanding and accessing the app's features

The Menu allows you to access MyVA Health Journal's core features. Tap **Menu** (four-line icon in upper left corner) > A slide-out menu will appear > Tap the feature you would like to use:

- **Home** – View a count of unread notification's received in the last 30 days and quickly access Notifications.
- **My Profile** – Store your contact information and add any military or occupational history data you would like to save for future reference.
- **My Story** – Reflect on your personal values, rate your current state of health and wellness in comparison to your long-term goals, and reflect on areas for improvement.
- **My Medical** – Create appointment plans; maintain a diary of any medical-related symptoms; and record medical events including hospitalizations, surgeries, diagnoses, allergies, medications, as well as medical history including both family and pregnancy history.
- **Personal Trackers** – Enter and track information about a variety of health-related items over time (e.g., blood pressure, diet, exercise, glucose, mood, pain, sleep, stress, weight).
- **My Reminders** – Manage appointments, preventive service (provider-recommended due dates for screenings and vaccinations), medication and other reminders.
- **Notifications** – Receive notifications from VA (messages, instructions, encouragements or educational items) or MyVA Health Journal notices (reminder messages generated by features within the app, including My Reminders, Assessments and the Goals component of My Story) **NOTE:** Notifications can be delivered in the app and/or via email. See the Turning notifications on or off section of this User Manual for instructions on how to select the delivery method.
- **Contacts** – Enter your health care, personal and insurance contacts, as well as log communications you have had with them.
- **Assessments** – Assess your health, as well as hospital and outpatient care.

- **Images and Documents** – Save photos and documents related to your military service or health care.
- **Health Report** – Create a report by selecting data sections from within the app.

Each feature in the MyVA Health Journal App is broken out into subcategories, which will expand into another menu when you tap the category you would like to view. Tap on a subcategory to view the information, which will appear in the right pane of your screen. Most have options for you to filter information, or add or update information into the app.

## Creating entries

Each feature in the MyVA Health Journal App is broken out into subcategories. Most of these categories allow you to enter your health and wellness information related to the subcategories' topic. As you are viewing a MyVA Health Journal App feature, tap the subcategory you would like to view > The details of the subcategory will appear in the right pane of the screen > Tap the **+** in the upper right corner of the screen > You will go to a screen that allows you to enter your information. Each entry's fields will vary depending on the feature, but here are the options you may see:

- **Names/Notes** – Type the data or comments into the box.
- **Categories** – Tap the bar under the heading > A drop-down menu will appear > Tap the option you would like to select.
- **Dates** – Either (1) type the date in MM/DD/YYYY format, or (2) tap the calendar icon > A pop-up calendar will appear > Scroll to select the month, day and year > Tap **Set**.
- **Status** – Tap the bubble next to options.
- **Scale** – Slide the dot along the bar to indicate measurement or assessment.
- **Attaching Files** – Tap **Attach File** > Attach an image or document from your device to upload.

Tap **Save**.

**NOTE:** At this time, information you submit using the MyVA Health Journal App might not be viewed by your VA care team. VA is working on functionality that will allow your VA care team to view all information submitted and receive notifications. When this is available, you will receive a notice within the app. At that time, to request a review of your submitted information, call your clinic or send a Secure Message to your health care team or discuss during an in-person visit with your provider.

The screenshot shows the 'Add Symptom Diary Entry' screen in the MyVA Health Journal App. The interface includes a sidebar menu on the left with various medical categories, and a main form area on the right. The form fields are as follows:

- Date:** 04/02/2016
- Time:** 01:06 PM
- Symptom Name:** Headache
- Duration:** Hours: Select, Minutes: Select
- Intensity (1=Mild, 10=Severe):** 6
- Trigger:** something I ate
- Treatment:** ibuprofen

Character counts are shown at the bottom right of the form: 235 characters left for the Trigger field and 241 characters left for the Treatment field. The bottom status bar reads 'Logged in as MobileAppsVeteran, One'.

## Using the filters

Most of the MyVA Health Journal App features allow you to filter information to narrow down or expand the data you would like to view. The filters vary depending on the feature, but here are the options you may see:

- Dates – Either (1) type the date in MM/DD/YYYY format, or (2) tap the calendar icon > A pop-up calendar will appear > Scroll to select the month, day and year > Tap **Set**.
- Categories – Tap the bar under the heading > A drop-down menu will appear > Tap the option you would like to select.
- Status – Tap the circle next to status category.

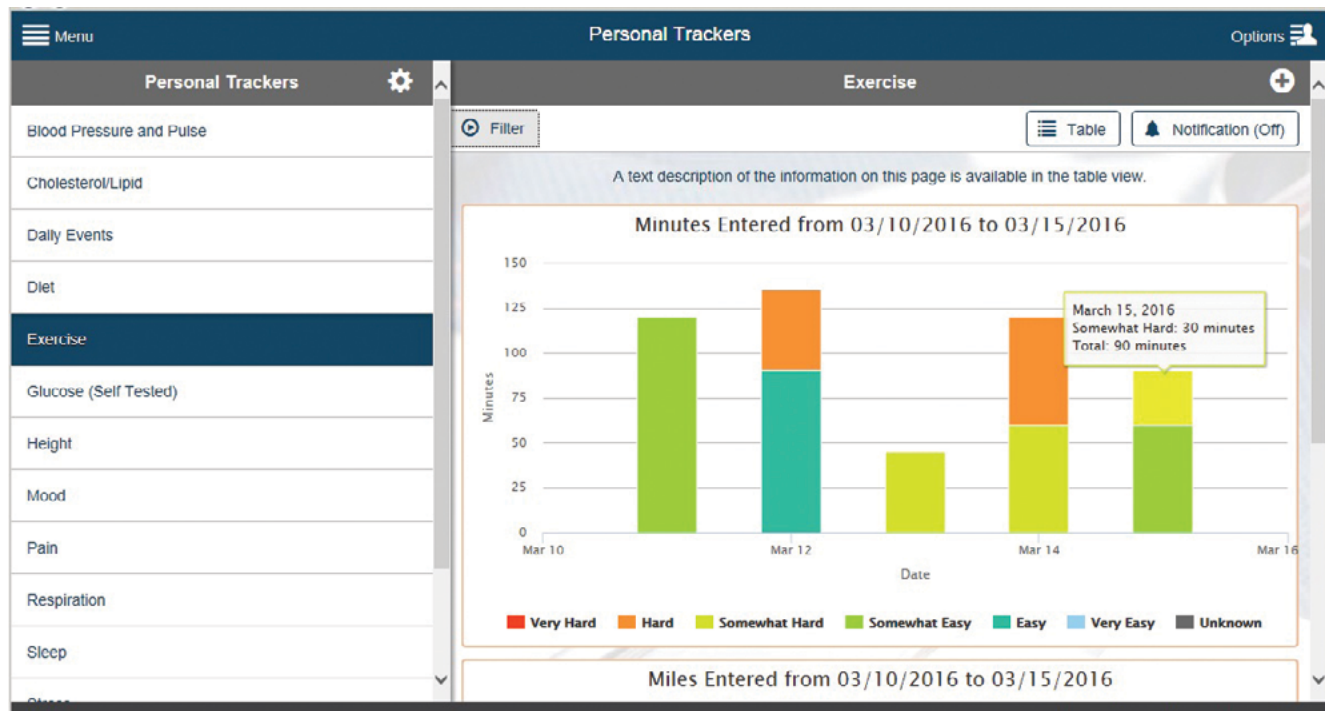
To sort data by the filters you set, tap **Apply**. To return to all data after sorting, tap **Reset**.

**NOTE:** The date ranges must not exceed one year.

## Graphing data

Some of your Personal Tracker features allow you to graph your entries. On these features' screens, tap **Graph** > You will go to the graph screen and can change the view in two ways:

- Date Range – Narrow down or expand the date range either by (1) tapping the bars under the Start Date and End Date headings, and typing the dates in MM/DD/YYYY format or (2) tapping the calendar icon > A pop-up calendar will appear > Scroll to select the month, day and year > Tap **Set**. Once you have selected the dates, tap **Filter**. (You can hide the filter option by tapping Filter in the upper left corner of the screen.)
- Graph/Table – Change the way you are viewing your data entries by tapping **Table** or **Graph** in the upper right corner of the screen. (The button name will change to the opposite way you are currently viewing the data.) In Graph view, you can hover over the bars in the graph to view written details about the entry.



## Turning notifications on or off

Some of the features allow you to create notifications (e.g., My Reminders, Personal Trackers, Assessments and the Goals component of My Story). On these features' screens, tap **Notification** > You will go to a Notification screen > Tap the circle next to either On or Off. If you select Off, the screen will become gray, and the fields will not be able to be edited. If you select On, fill out the fields:

- Start Date – Either (1) type the date in MM/DD/YYYY format, or (2) tap the calendar icon > A pop-up calendar will appear > Scroll to select the month, day and year > Tap **Set**.
- Notify Me – Tap the bar under the heading > A drop-down menu will appear > Tap either **Daily**, **Weekly** or **Monthly**.
- Notification Time – Type the time in HH:MM AM/PM format.
- Notification Delivery – Tap to check the box(es) next to In-App and/or Email.

Whether you are turning on or off the notification, tap **Save**.

## Managing notification settings

To change your notification settings, go to the Notifications feature, and tap the gear icon > A pop-up Notification Settings box will appear > Change your settings by:

- Email Address – Type in your email address.
- Time Zone – Tap the bar under the heading > Tap your preferred time zone from the drop-down menu that appears.
- Receive Messages – Tap the circle next to Yes or No.

Tap **Save**.

The screenshot shows the 'Notifications' screen in the MyVA Health Journal app. A 'Notification Settings' modal is open, allowing users to manage their notification preferences. The modal includes a 'Learn more' link, an 'Email Address' field (marked as required) with the value 'test@test.com', a 'Time Zone' dropdown menu (marked as required) set to '(-01:00) America/Scoresbysund', and a 'Receive messages to help improve your health' section with radio buttons for 'Yes' (selected) and 'No'. 'Save' and 'Cancel' buttons are at the bottom right of the modal. The background shows the 'Notifications' screen with a list of notification categories: 'All Notifications', 'My VA Health App Notices', and 'VA Health Messages'.

## Creating reminders

My Reminders allows you to set reminders for appointments, preventive service (provider-recommended due dates for screenings and vaccinations), medication and other health-related items. When you are viewing a My Reminder subcategory, tap the **+** in the upper right corner of the screen > You will go to an Add Reminder screen > The fields will differ depending on the reminder you are creating, but here are the options you may see:

- Names/Titles/Locations – Type the names into the box.
- Notes/Reasons – Types comments and explanations into the box.
- Status – Tap the circle next to On or Off.
- Dates – Either (1) type the date in MM/DD/YYYY format, or (2) tap the calendar icon > A pop-up calendar will appear > Scroll to select the month, day and year > Tap **Set**.
- Notify Me – Either tap (1) the bar to select from the drop-down menu options, or (2) tap the box next to the day on which you would like to receive your notification.
- Notification Delivery – Tap to check the box(es) next to In-App and/or Email.

Whether you are turning on or off the reminder, tap **Save**.

**My Reminders**

**Add Appointment Reminder**

\* required field

\* Appointment Date: 04/11/2016

\* Appointment Time: 02:00 PM

**Provider**

First Name: Doctor

Last Name: Doctor

\* Clinic/Organization Name: VAMC

Facility/Location: VAMC

**Reason:** annual check-up

**Phone:** (###) ###-####

**Note:** Remember to ask doctor about back pain. 211 characters left

**Notification:**

Status: ☒ On ☐ Off

## Taking an assessment

Take assessments about your health, as well as hospital and outpatient care. When you are viewing the Assessments feature, tap the assessment you would like to take from the Assessment List > The assessment will appear in the right pane of the screen > Tap **Start Assessment** > You will be presented with one multiple-choice question per screen, and tap the circle next to the answer you would like to choose (for answers with boxes next to them, you can select every option that applies to you) > Tap **Next** to proceed to the next screen > When you have reached the end of the assessment, tap **Submit** > A pop-up Submission Confirmation box will appear > Tap **Submit** to submit and save your answers officially (you cannot change your answers after this point). While taking the assessment, you can tap **Back** to go to previous questions that have been asked. You can also tap **Save Draft** to save the assessment with the answers entered thus far and return to it later.



## Generating a health report

You can create a report from the data you have stored in the MyVA Health Journal App. The data can include health care summaries (most recent vital sign entries and overviews of selected personal and medical data), detailed personal and medical data (with categories of data you select), and tracked data (data within a selected date range). When you are viewing the Health Report feature, tap boxes next to the types of information you would like to include in your health report > Tap **Generate Report** > Your health report will download to your device as a PDF. Save or print as you would most documents.

Menu Health Report Options

Important: Protect your information and your identity. Send your information to a safe site or device that someone you trust controls. Remember, once you have downloaded your information, it is your responsibility to keep it safe and private.

**Healthcare Summary**  
The Healthcare Summary includes your most recently entered vital signs, current/active self-entered medical data, and personal contact information.  
☒ Include Healthcare Summary

**Detailed Medical and Personal Data**  
Includes detailed self-entered information from the My Medical and the Profile features. Select categories to include in your report.

<input type="checkbox"/> Contact Information	<input type="checkbox"/> Diagnoses	<input type="checkbox"/> Medications
<input type="checkbox"/> Allergies	<input type="checkbox"/> Surgeries	<input type="checkbox"/> Hospitalizations
<input type="checkbox"/> Family History	<input type="checkbox"/> Pregnancy History	<input type="checkbox"/> Military History

**Tracked Data**  
☒ Include Personal Trackers \* required field  
Date Range:  
\* Start Date: \* End Date:

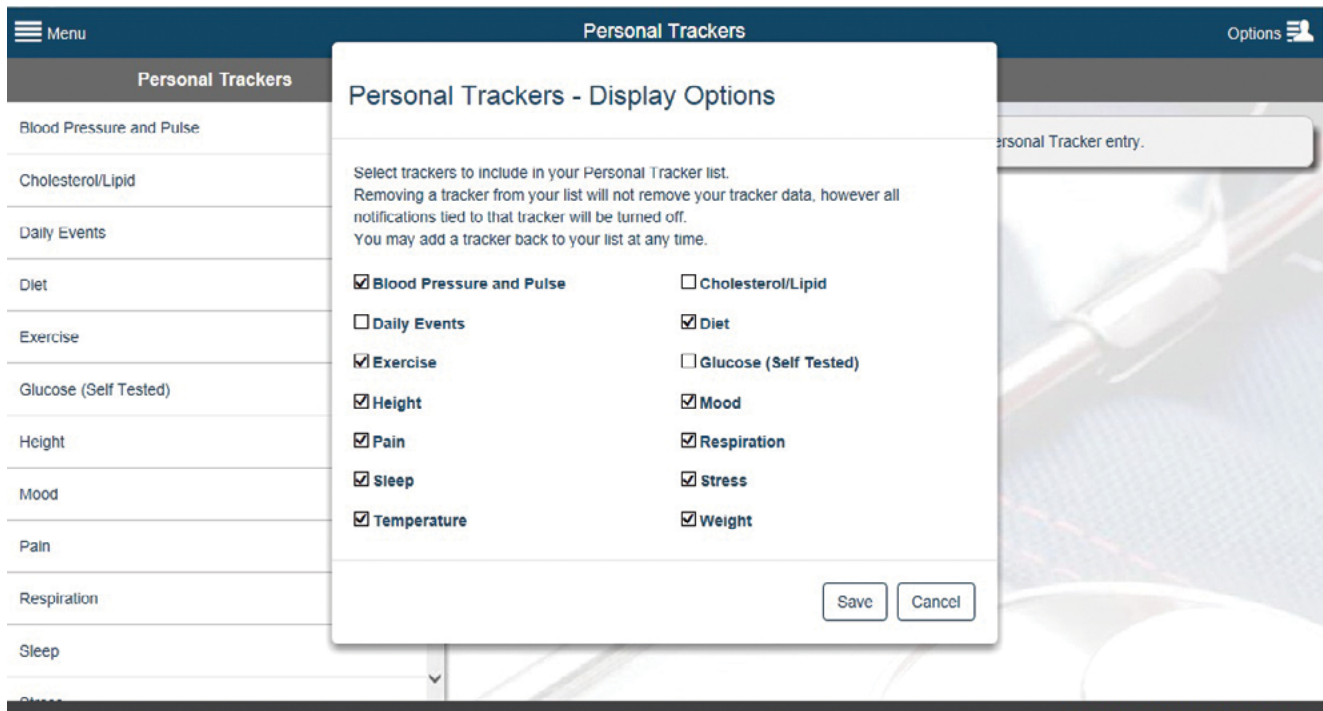
## Creating a PDF of your data

Some features allow you to create a PDF of your entered data. Tap **PDF** in the upper right corner of your screen > A PDF of your selected medical information will appear on your screen > Print or download as you would most documents.



## Changing display options

The Personal Trackers and Preventative Services features allow you to self-enter information about a variety of health topics, which are outlined by their subcategory menus. However, if you do not wish to use all of the subcategories, you can change your display settings so the menus only show the subcategories of information you would like to view. To change your display options, tap the gear icon > A pop-up Display Options box will appear, with all the subcategories listed below > Tap the box(es) next to the options to select or de-select the subcategories you would like to view in the feature's menu > Tap **Save** > The menu will adjust to reflect the subcategories you chose.



# Help and Additional Information

## Additional Training Materials for the MyVA Health Journal App

More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on [mobile.va.gov/appstore](https://mobile.va.gov/appstore), and search for the app to access the resources. To access Training Materials from within the app, tap **Options** (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Help** > A pop-up Help box will appear > Tap the **Training Materials** hyperlink, which will open up a new browser window where you can access additional instructions for using the app.

## Help Desk Information

If you need assistance with the MyVA Health Journal 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.

## DS Logon Help

If you have questions about your DS Logon account, visit [mobile.va.gov/dslogon](https://mobile.va.gov/dslogon) or dial 1-800-983-0937 for assistance.

## ID.me Help

If you have questions about your ID.me account, visit [www.id.me/about](https://www.id.me/about).

## My HealtheVet Help

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

## 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.

# Appendices

## Appendix #1: Project References

The MyVA Health Journal App was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject Matter Experts from the Office of Connected Care served in the MyVA Health Journal App's creation.

## Appendix #2: Glossary and Abbreviations

**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.

**ID.me** – A secure digital ID card that allows individuals to prove their identity online.

**My HealthVet** – VA's online personal health record – designed for Veterans, active duty Servicemembers, 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.

**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 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 clinical teams [More at: [mobile.va.gov](http://mobile.va.gov)].