



# My VA Health App

## *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

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The Department of Veterans Affairs (VA) My VA Health App allows you to access your official VA medical record and enter 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.

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 My VA Health App.

# The Basics

## Prerequisites:

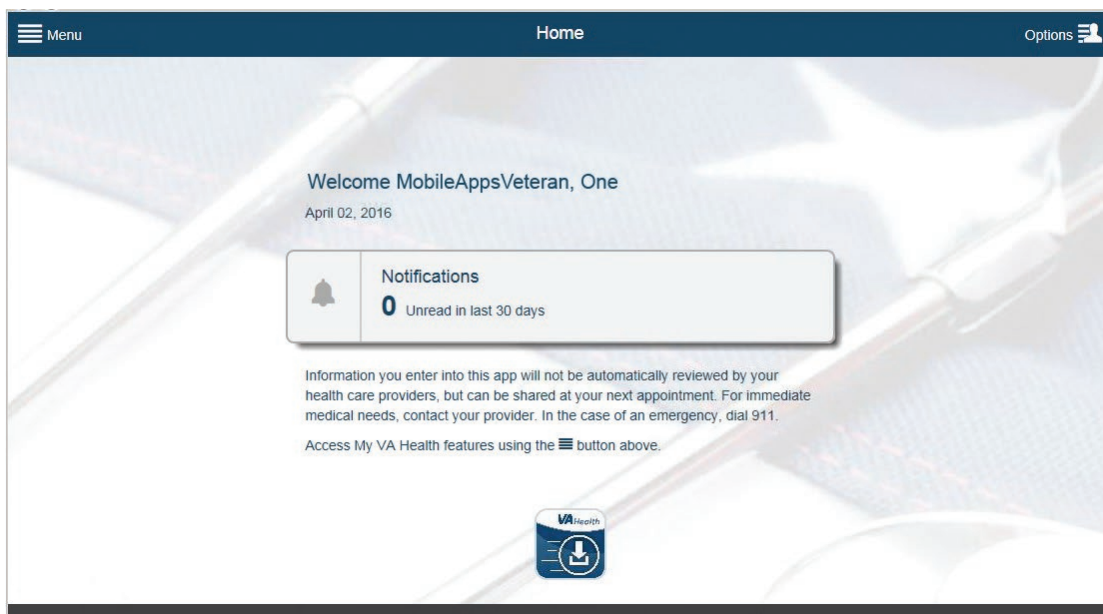
- Be enrolled in VA health care.
- Have a DS Logon Level 2 (Premium) Account – The Mobile Blue Button App within the My VA Health App can access your VA Electronic Health Record (EHR) and therefore, for your security, requires a DS Logon Level 2 (Premium) Account.
  - If you do not have a DS Logon Level 2 (Premium) Account, or you are not sure, visit [mobile.va.gov/dslogon](http://mobile.va.gov/dslogon) for more information.

**Logging in** Access the My VA Health 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. The first time you log in, you will be asked to set your notification preferences and confirm you know your VA care team may not review your information unless you request it.

**NOTE:** At this time, information you submit using the My VA Health App may not be reviewed by your VA care team unless you request a review. You may request a review by calling your clinic or sending a Secure Message to your health care team or during an in-person visit with your provider (**NOTE:** A Premium My Health eVet account is required to use Secure Messaging). In the future, the My VA Health App will include the ability for your VA care team to receive notifications when you submit your information. When this is available, you will receive a notice within 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 My VA Health 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 My VA Health 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

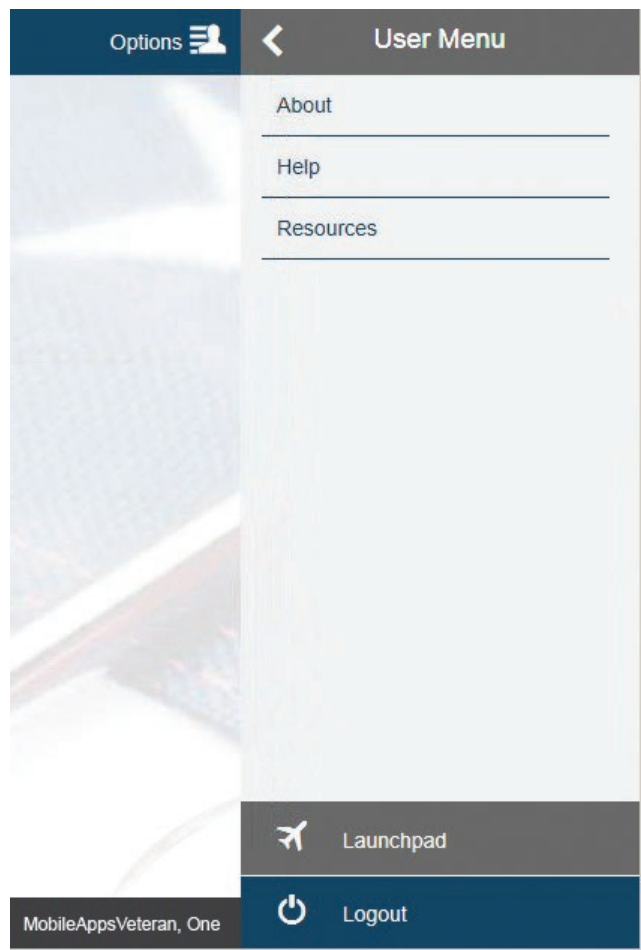
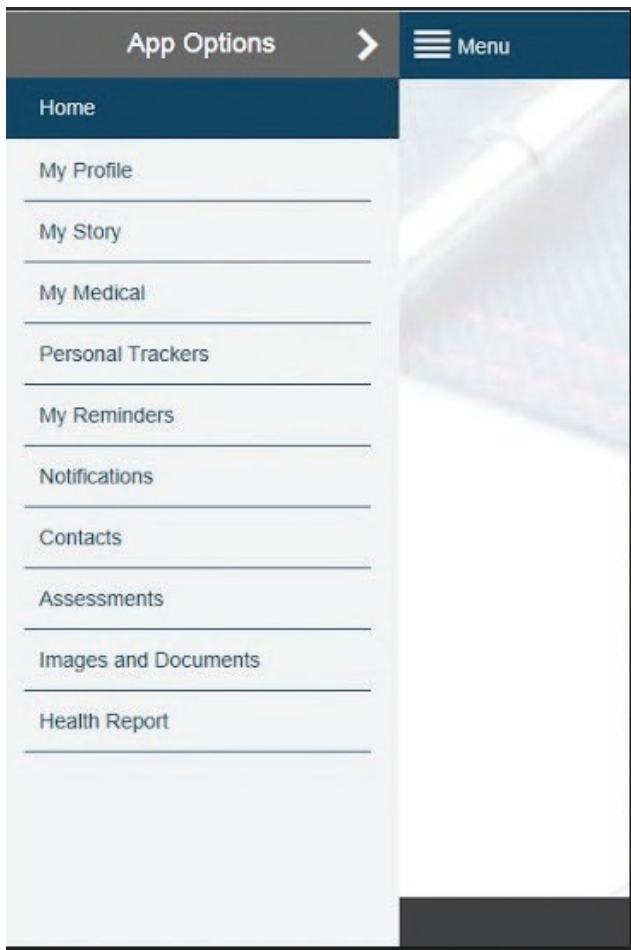
When you log into the My VA Health App, you will see a Home screen that shows you:

- 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 My VA Health App.
- A Mobile Blue Button (MBB) App icon (blue icon with white down arrow centered at the bottom) – Tap the MBB icon to access your VA electronic health record. For instructions on how to use the Mobile Blue Button App, access training materials here: [mobile.va.gov/app/mobile-blue-button](https://mobile.va.gov/app/mobile-blue-button).

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

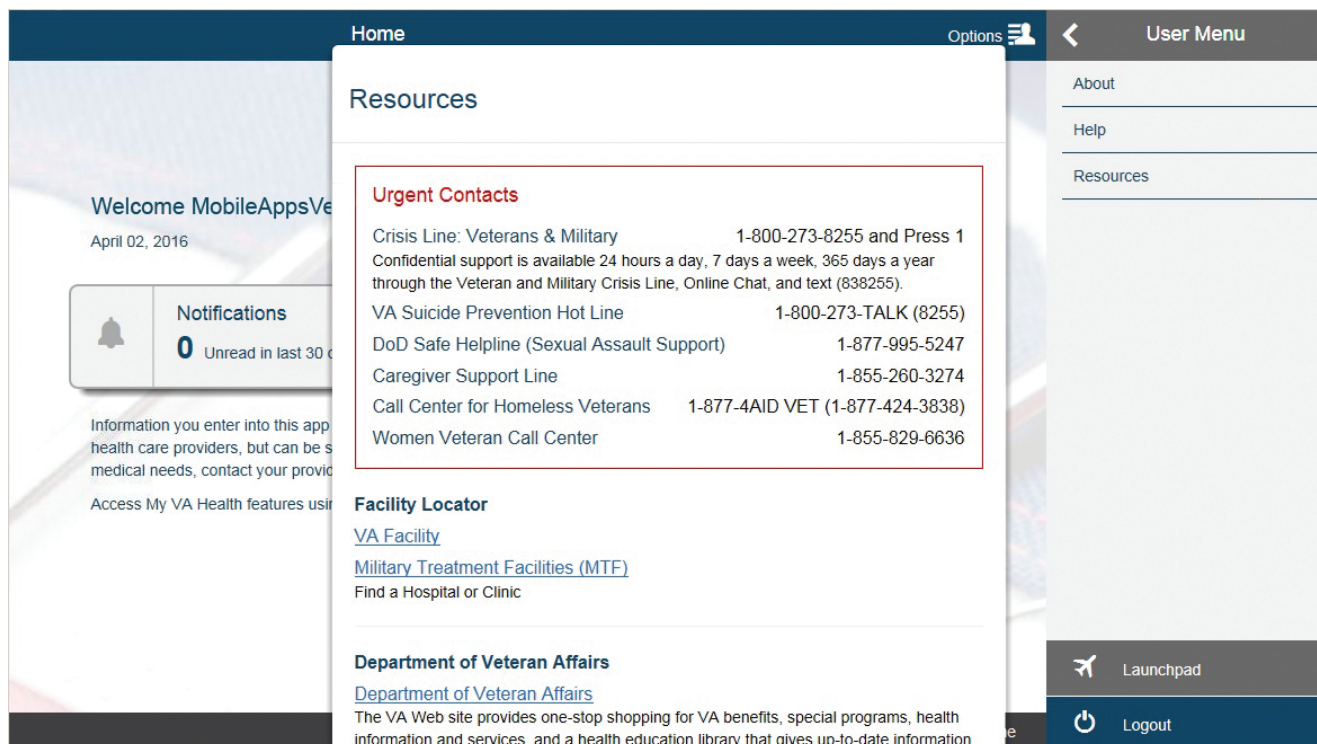
Tap **Options** (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Help** > A pop-up Help box will appear > You will see the Help Desk number to call for assistance, or you can:

- 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

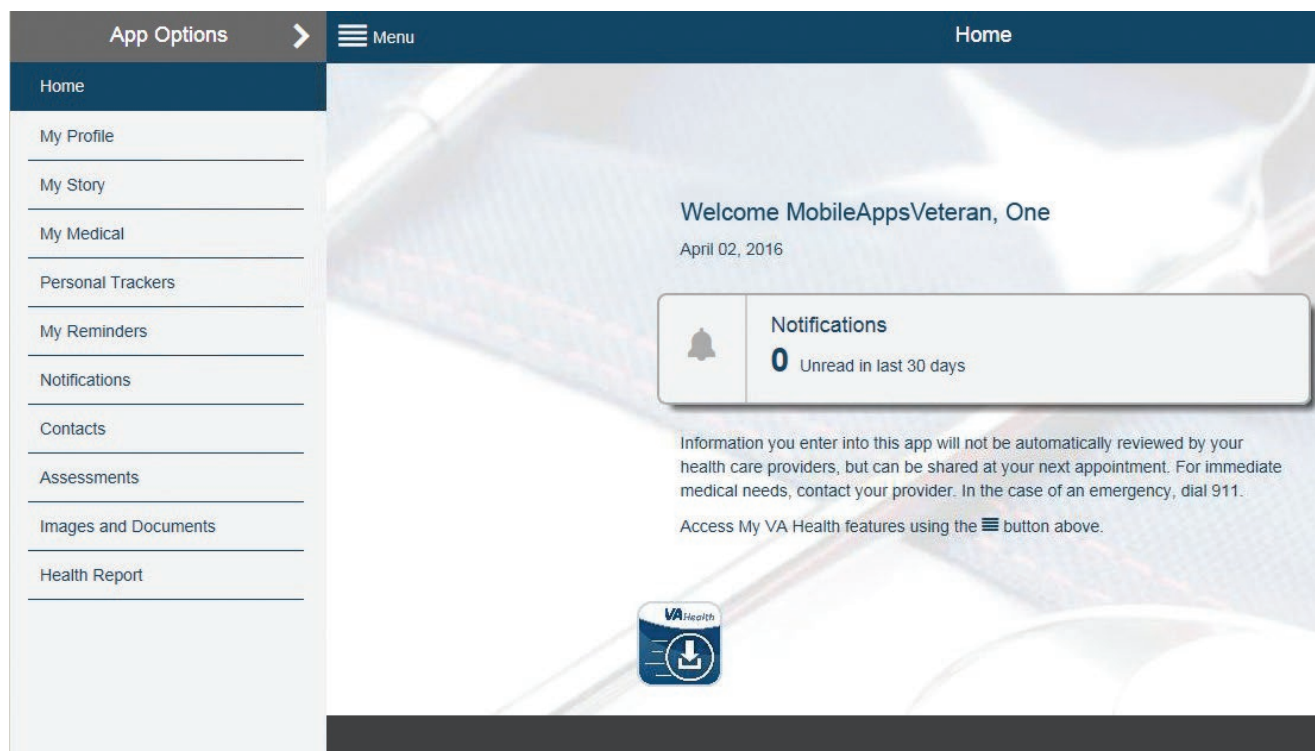
Tap **Options** (four-line icon with silhouette in upper right corner) > A slide-out menu will appear > Tap **Launchpad** > You will go to the VA Launchpad and stay signed into the My VA Health App.

## 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 My VA Health App.

# My VA Health 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 My VA Health'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 My VA Health 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 My VA Health 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 My VA Health 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 My VA Health 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**.

The screenshot displays the 'Add Symptom Diary Entry' screen within the 'My Medical' app. On the left is a navigation menu with options: Plan Your Appointment, Symptom Diary (selected), Medications, Allergies, Diagnoses, Surgeries, Hospitalizations, Pregnancy History, and Family History. The main form area contains the following fields:

- Date:** 04/02/2016 (with a calendar icon)
- Time:** 01:06 PM (with a clock icon)
- Symptom Name:** Headache
- Duration:** Hours: Select, Minutes: Select
- Intensity (1=Mild, 10=Severe):** A slider bar with a dot at 6.
- Trigger:** something I ate (235 characters left)
- Treatment:** ibuprofen (241 characters left)

At the bottom right, it says 'Logged in as MobileAppsVeteran, One'.

## Using the filters

Most of the My VA Health 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.

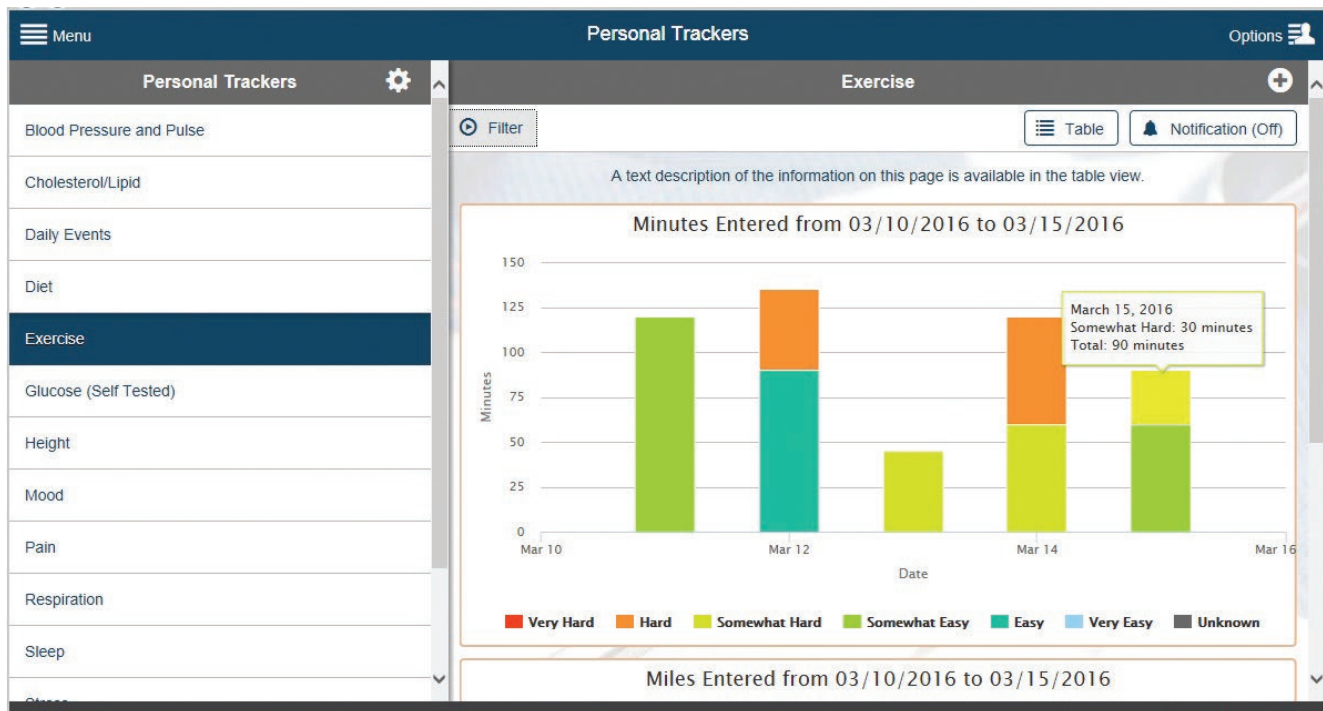
To sort data by the filters you set, tap **Apply**. To return to all data after sorting, tap **Reset**.

**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 My VA Health App. A 'Notification Settings' dialog box is open, allowing users to manage their notification preferences. The dialog box includes the following fields and options:

- Email Address:** A text input field containing 'test@test.com'. A small asterisk and the text '\* required field' are visible to the right of the field.
- Your Preferred email for notifications applies to all VA Health apps.**
- \* Time Zone:** A dropdown menu showing '(-01:00) America/Scoresbysund'.
- Receive messages to help improve your health:** Two radio buttons are present: 'Yes' (which is selected) and 'No'.
- Save** and **Cancel** buttons are located at the bottom right of the dialog box.

The background shows the 'Notifications' screen with a list of notification categories: 'All Notifications', 'My VA Health App Notices', and 'VA Health Messages'. The top navigation bar includes a 'Menu' icon on the left and an 'Options' icon on the right.

## 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.

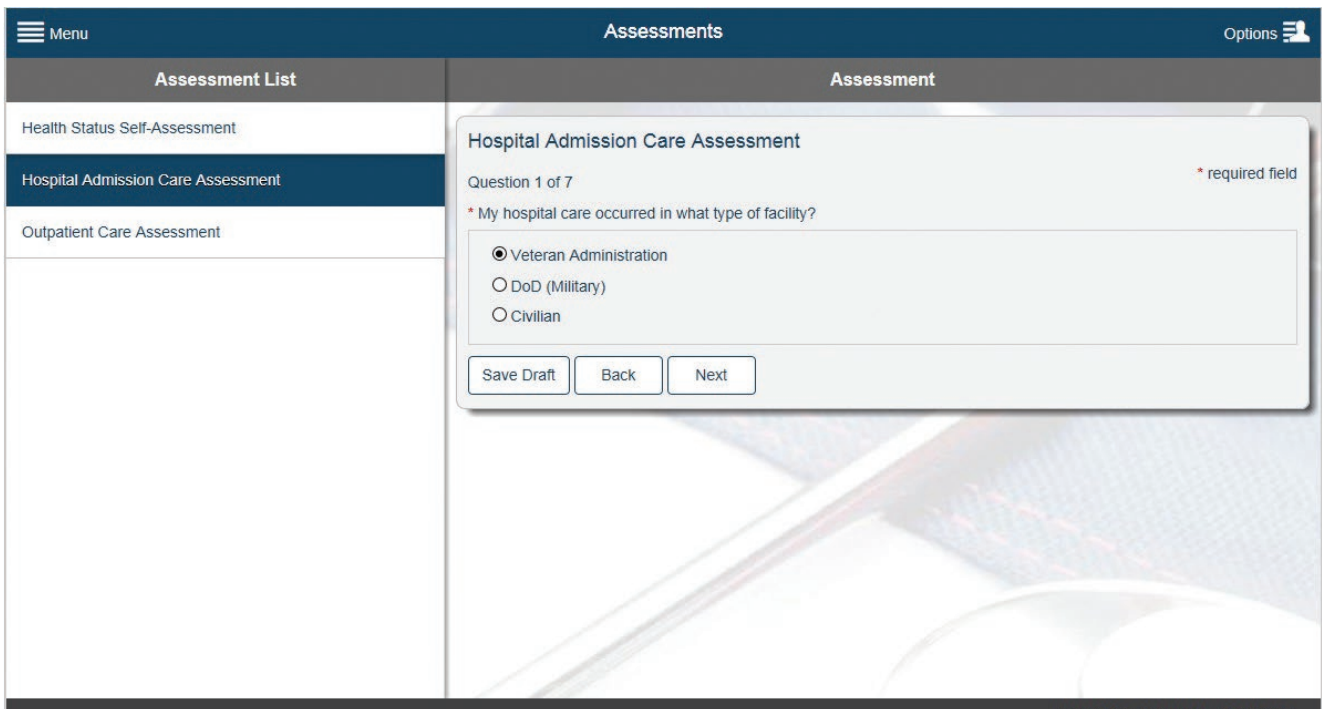
Whether you are turning on or off the reminder, tap **Save**.

The screenshot displays the 'Add Appointment Reminder' interface. On the left, a sidebar lists reminder categories: Appointments (selected), Medications, Preventive Services, and Other. The main form area contains the following fields:

- \* Appointment Date:** 04/11/2016 (with a calendar icon)
- \* Appointment Time:** 02:00 PM (with a clock icon)
- 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 My VA Health 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.

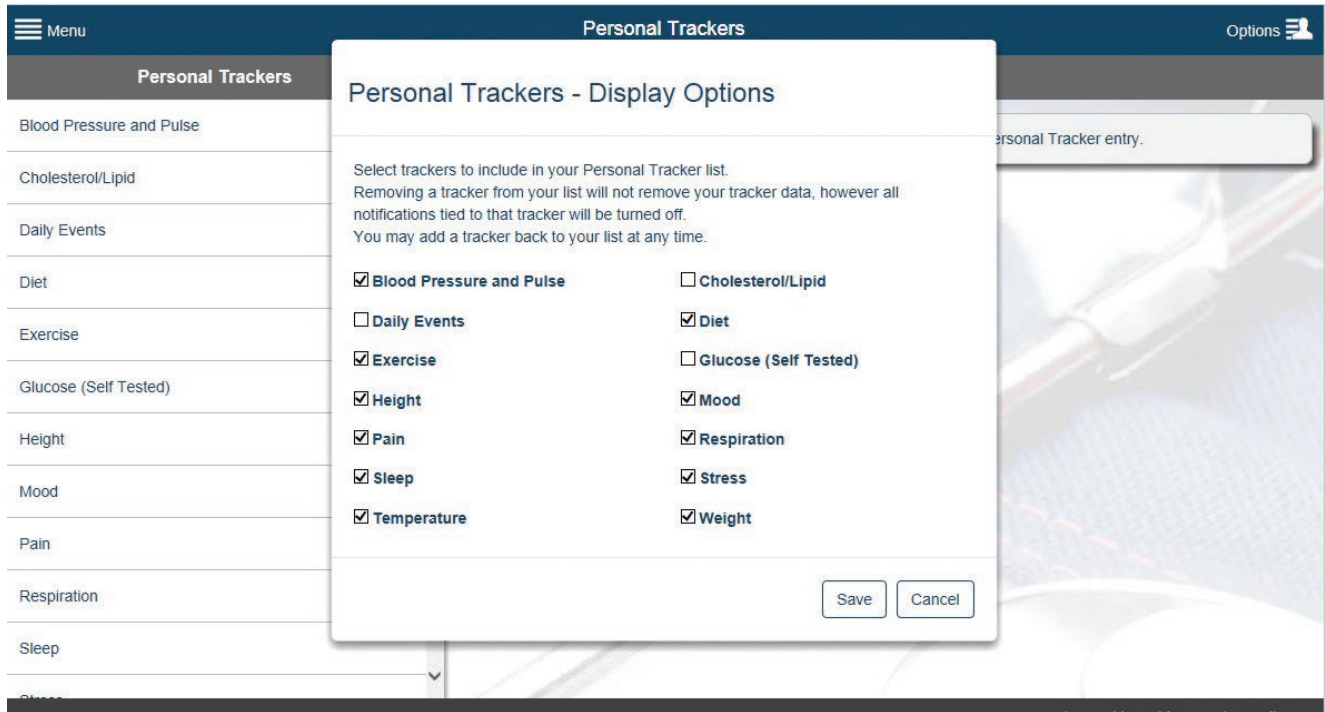
## Creating a PDF of your data

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

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## Additional Training Materials for the My VA Health App

More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on [mobile.va.gov/appstore](http://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 My VA Health 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](http://mobile.va.gov/dslogon) or dial 1-800-983-0937 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>. 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

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## Appendix #1: Project References

The My VA Health 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 My VA Health 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.

**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)].