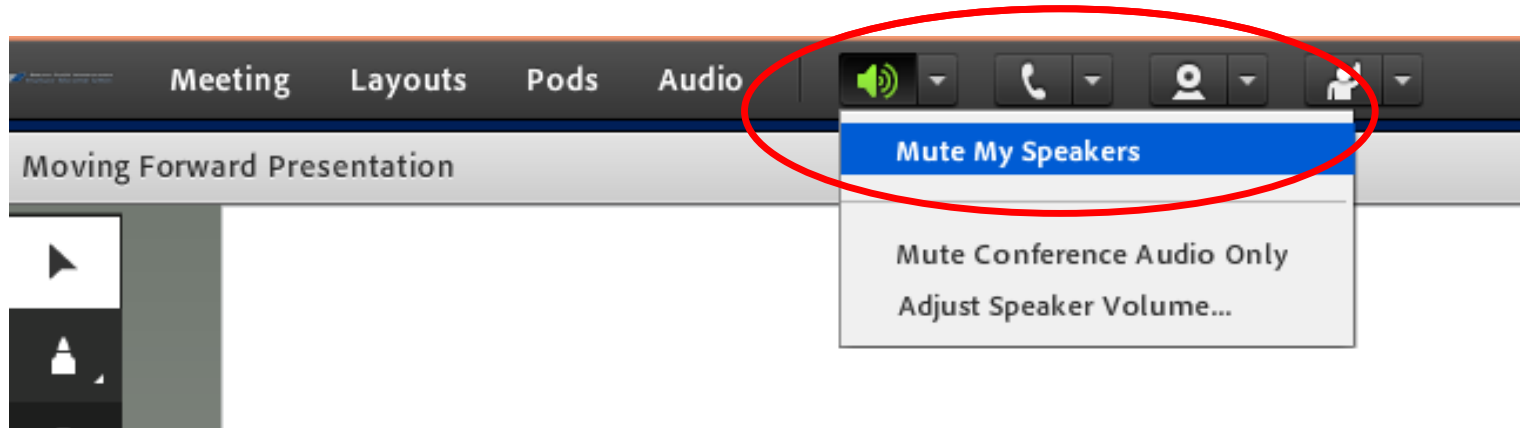


Please remember to mute your speakers.



Connected Care Discussion Series

For audio, please dial in using VANTS:
1-800-767-1750 pc: 43950#

Thank you for joining. We will begin shortly.



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care



U.S. Department
of Veterans Affairs

A Day in the Life of a My HealtheVet Coordinator

Presenters:

Dr. Ron Grissett – My HealtheVet Program Manager New Orleans, LA

Glen Massman – My HealtheVet Coordinator Cheyenne, WY

Debbie Russell – My HealtheVet Coordinator Fayetteville, AR



Overview of the Discussion

- Overview and Introductions
- My Health^eVet Hidden Gems
- My Health^eVet During a Crisis or Disaster
- A Day in the Life of a My Health^eVet Coordinator
- Questions
- Closing Remarks and Survey



Hidden Gems and Unknown Paragons
Within the My HealthVet website
www.myhealth.va.gov



My HealthVet Hidden Gems


An official website of the United States government [Here's how you know.](#)

VA | My healthvet Search | About | Contact

Home | Personal Information | Pharmacy | Get Care | Track Health | Research Health | MHV Community

Sign in to Manage Your Health Care [Sign in](#) [Register](#)


i Coronavirus:
Read VA's [latest coronavirus information](#). If you have flu-like symptoms such as fever, cough, and shortness of breath, call before you visit your [local medical center](#) or clinic. If you have an appointment, consider making it a [telehealth appointment](#).



Pharmacy

Refill your VA prescriptions, track delivery, view a list of your VA medications and other details.


[Read More](#)



Appointments

Keep track of your upcoming VA medical appointments and get email reminders.


[Read More](#)



Messages

Communicate securely online with your VA health care team and other VA staff about non-emergency information or questions.

[Read More](#)





Health Records


View, print, or download a copy of your VA medical record information, or enter your own health information.


[Read More](#)


Resources


[Benefits](#)

[Veterans Health Library](#)

[Community](#)

[Mental Health](#)

[Healthy Living](#)

[HealtheLiving Assessment](#)



My HealtheVet Hidden Gems


An official website of the United States government [Here's how you know.](#)

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My HealtheVet Hidden Gems

[My HealtheVet](#) / [About MHV](#)

About My HealtheVet

About My HealtheVet offers you tips and tools to help you partner with your health care team, so together you may work to manage your health. Here you may find useful resources when you need them. The support tools on this page are designed to enrich your experience with My HealtheVet and help you make informed decisions.

How Do I

Learn about various My HealtheVet topics, from using the online features to applying for VA benefits.

Learn More

Learn how to use your VA health record, or your self-reported information to partner with your health care team.

FAQs

Find answers to frequently asked questions about My HealtheVet's online tools and features.

How to Use MHV

Learn how to use My HealtheVet and better manage your health care online.

Quick Guides

One-page guides that provide information at a glance.

User Guides

Step-by-step guides on how to use specific features offered.

Metrics

Discover the usage metrics behind My HealtheVet. View how many Veterans are using Secure Messaging, downloading Blue Button reports, requesting prescription refills, and more.



Using My HealthVet During a Crisis or Disaster

www.myhealth.va.gov



My HealthVet - Crisis and Emergency

- **Connecting Veterans during times of crisis and emergency**





My HealthVet - Crisis and Emergency

- My HealthVet Provides a secure and mobile connection for our Veterans to...
 - Refill VA medication and track delivery
 - Print Active medication list
 - Schedule an appointment or a VA Video Connect appointment - **Access**
 - Communication via secure message with teams and provides a non-face to face appointment opportunity
 - Mobile Medical Record/Report/Labs & Tests
 - Veterans Health Library
 - Mental Health Tools
 - Links to VA.GOV
 - VA Facility Locator





My HealtheVet - Crisis and Emergency

- Together We Provide Health Care, Communication, Education and Support
 - My HealtheVet provides access where the Veteran is
 - Work across facility, VISN and service lines
 - Strong Partnership with Tele Health *Key essential in today's challenges*
 - Coverage for Community Base Outreach Clinic's and Facility during storms, emergency disaster or pandemic events





My HealthVet - Crisis and Emergency



- Emergency Management Distribution Groups

- Message Content Created by Public Affairs
- My HealthVet Coordinators sends message on behalf of Emergency Management team
- Tracking messages – inbound and outbound numbers are reported to Command Center
- My HealthVet Coordinators provide assurance that Veteran issues are directed to the appropriate area
- Connecting Veterans





My HealthVet - Crisis and Emergency





A Day in the Life of a My HealthVet Coordinator

www.myhealth.va.gov



A Day in the Life

- Dedicated My Health^eVet/Secure Messaging Coordinator
 - Currently assigned as the Deputy Incident Commander for facility's COVID19 response
- (26,955) Operational Population
- (12,675) My Health^eVet Registered Users
- (4,142) Secure Messaging Users
- (6,161) Secure Messaging Volume for April 20
- (120) Secure Messaging Triage Teams
- (19) Escalated Secure Messages for April—0.6%



A Day in the Life

- My Health^eVet /Secure Messaging Coordinator on ALL Secure Messaging Teams
- Secure Messages reviewed every morning
 - Thank You messages Completed
 - Suicidal/Homicidal/Urgent messages handled
 - Redirects messages as needed
- VHA Support Service Center Manage Escalations report for messages Escalating in 24 hrs emailed out in AM
- Follow-up Escalated Message email to key personnel in PM
- My Health^eVet/ Secure Messaging Coordinator in Community Based Out patient Clinics weekly
- General Practice Manager/Chief of Staff horsepower on call if needed

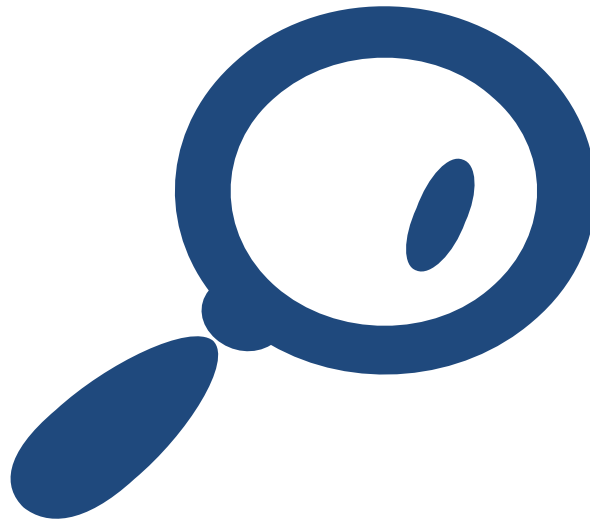


A Day in the Life

- I'm a member of ALL Secure Message Teams
- Primary Care Personnel know me, know how to contact me, know how to use me
- I get 15 minutes to brief in New Employee Orientation
 - Face to the program
 - Gives new staff an idea of My HealthVet/Secure Message capabilities
- In the waiting rooms and clinical areas talking with staff and patients
- Chief of Staff says me being out helps the process work



Questions



QUESTIONS?

Please use the chat feature on the right to submit your questions.



Survey

Have an idea you want to share on how we can improve the discussion?

Let us know by providing feedback at this link:

<https://www.surveymonkey.com/r/FP7D39N>