My HealtheVet

Secure Messaging – Convenient Online Communication

Secure Messaging is an easy-to-use online messaging feature available through My HealtheVet. Similar to email, Secure Messaging allows you to send and receive messages, save drafts, review your sent messages and maintain a record of your conversations with VA care teams up to one year from the original date.

How Can Secure Messaging Benefit You?

Here are examples of ways VA Patients are already using the Secure Messaging feature.

Pharmacy		Use Secure Messaging to ask your questions about prescribed medications and to request renewals.
Non-Urgent Matters		Use Secure Messaging to communicate about non-urgent, non-emergency health related questions with your VA health care team (e.g., services your facility may offer through Secure Messaging such as administration, billing, pharmacy).
VA Appointments		Use Secure Messaging to manage your VA appointments.
Health Records		Use Secure Messaging to communicate questions about your last visit with your health care team or ask your doctor to explain your latest test results downloaded via the Blue Button feature. Secure Messaging messages saved to your VA medical record can be viewed in VA Blue Button and VA Notes.
Veterans Health Library		Use Secure Messaging to receive educational resources from the Veterans Health Library and links to specific resources from your health care team.

How Do You Use Secure Messaging?

1. Login to your My HealtheVet account. Note you need a Premium account to access the Secure Messaging feature.

2. On your home page, select the icon labeled "Messages."

3. Select the yellow icon labeled, "Open Secure Messaging."

4. From here, you can choose to create a new message, read previous messages and review your conversations with VA care teams.
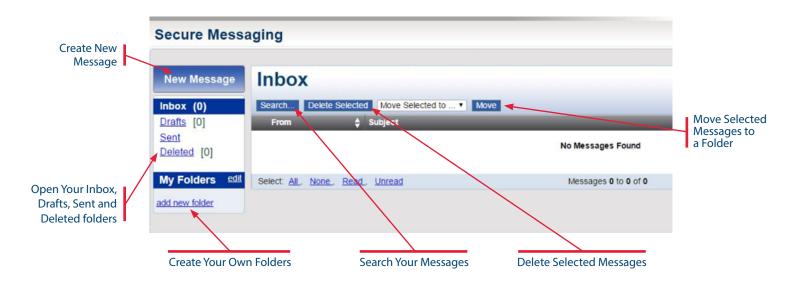
My healthevet
www.myhealth.va.gov

U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

My HealtheVet

Secure Messaging

How to Navigate Your Messages

Create New Message

New Message

Open Your Inbox, Drafts, Sent and Deleted folders

Create Your Own Folders

Search Your Messages

Delete Selected Messages

Move Selected Messages to a Folder

Sign up for the My HealtheVet Newsletter
https://www.myhealth.va.gov/subscribe to get all the latest news!

Want More Information or Have Questions?

- Contact your local My Health*e*Vet Coordinator,

- Visit www.myhealth.va.gov and fill out the online form located under the "Contact MHV" tab or,

- Call the My Health*e*Vet Help Desk at 1-877-327-0022 or 1-800-877-8339 (TTY), Monday - Friday, 7 a.m. - 7 p.m. (Central Time).

www.myhealth.va.gov

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Office of Connected Care