Table of Contents

1 Introduction ............................................................................................................................... iv
1.1 When to Use My VA Health ................................................................................................... 1
1.2 Logging in to My VA Health ................................................................................................ 1
2 Overview of the My VA Health Portal ................................................................................... 3
2.1 Accessing Patient Information ............................................................................................ 3
2.2 Accessing Your Health Record on the Patient’s Dashboard .............................................. 4
3 Accessing Veteran Clipboards on Patient’s Dashboard ......................................................... 5
3.1 Veteran Clipboard Reference Table ..................................................................................... 6
3.2 Completing a Clipboard ......................................................................................................... 7
3.3 Navigating a Clipboard .......................................................................................................... 8
3.4 Medications ........................................................................................................................... 8
3.5 Allergies ............................................................................................................................... 9
3.6 Active Health Issues ............................................................................................................ 10
3.7 Procedures and Surgeries ...................................................................................................... 11
3.8 Immunizations .................................................................................................................... 11
3.9 Review and Submit ................................................................................................................ 12
4 Health Record ........................................................................................................................ 13
4.1 Health Record Reference Table .......................................................................................... 14
4.2 View Health Profile – Immunizations ............................................................................... 15
4.3 View Health Profile – Current Allergies ............................................................................ 16
4.4 View Health Profile – Health Issues .................................................................................. 17
4.5 Learn More About This Option and the Veterans Health Library Search .......................... 18
4.6 View Lab and Test Results .................................................................................................. 19
4.6.1 View Lab Results and Vitals ....................................................................................... 20
4.6.2 View Pathology Reports .............................................................................................. 22
4.6.3 View Radiology Reports .............................................................................................. 23
4.6.4 View Microbiology Reports ........................................................................................... 24
4.7 View Health Conditions ...................................................................................................... 25
4.8 View Procedures .................................................................................................................. 25
4.9 View Clinical Documents .................................................................................................... 26
1 Introduction

Beginning on Oct. 24, 2020, Veterans receiving care at the Department of Veterans Affairs (VA) Mann-Grandstaff VA Medical Center (VAMC) will transition to a new electronic health record system (EHR). This includes a new way to manage your health care online, called My VA Health. This new health management portal complements My HealtheVet for managing care at the Mann-Grandstaff VAMC and community-based outpatient clinics in:

- Coeur d'Alene, Idaho
- Libby, Montana
- Sandpoint, Idaho
- Wenatchee, Washington

The purpose of this user guide is to familiarize Veterans with My VA Health and to point out important features of the new patient health management portal, including:

- Logging in to My VA Health
- Accessing your medical information
- Renewing and refilling prescriptions
- Messaging your health care team
- Scheduling medical appointments in your calendar

Within this document, red boxes on images reference the section being discussed in the text. Please note you can use the table of contents to go directly to specific content by holding down the control key (Ctrl) and clicking on the section of interest. Also, you will note several hyperlinks that will advance you to certain sections within the document and webpages.
1.1 When to Use My VA Health

Table 1: My VA Health Availability

<table>
<thead>
<tr>
<th>When My VA Health becomes available, Veterans will use My VA Health, My HealtheVet and VA.gov</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Sign in to access My Schedule, review and cancel appointments at the Mann-Grandstaff VAMC and community-based outpatient clinics (CBOCs)</td>
</tr>
<tr>
<td>• Refill and renew medications prescribed by providers at the Mann-Grandstaff VAMC and CBOCs</td>
</tr>
<tr>
<td>• Send secure messages to your VA health care team at the Mann-Grandstaff VAMC and CBOCs</td>
</tr>
<tr>
<td>• Manage your current health care records connected to care at the Mann-Grandstaff VAMC and CBOCs</td>
</tr>
<tr>
<td>• Manage your health records and VA prescription refills for any VA health facilities other than the Mann-Grandstaff VAMC and CBOCs</td>
</tr>
<tr>
<td>• Access your past secure messages before this transition</td>
</tr>
<tr>
<td>• Access medical records from prior to Oct. 24, 2020</td>
</tr>
<tr>
<td>• Sign in to access My HealtheVet and My VA Health</td>
</tr>
<tr>
<td>• Change your address on file with VA for your health care and other VA benefits</td>
</tr>
<tr>
<td>• Schedule, review and cancel appointments for VA health facilities other than the Mann-Grandstaff VAMC and CBOCs</td>
</tr>
<tr>
<td>• Apply for and manage other VA benefits</td>
</tr>
</tbody>
</table>

1.2 Logging in to My VA Health

You will sign in as you do today to access My HealtheVet (at myhealth.va.gov) or VA.gov. You can sign in with any of these three accounts:

- **Premium** DS Logon account
- **Premium** My HealtheVet account
- Verified ID.me Account

![Sign in to VA.gov](Figure 1: VA.gov)
Then you can pick the health tool you’d like to use (like Secure Messaging). Note: If you have a Basic or Advanced My HealtheVet account, you should first upgrade your account to **Premium** status by going to [https://www.myhealth.va.gov/premium](https://www.myhealth.va.gov/premium). Select the link for the step-by-step guide to learn how to upgrade your account to **Premium**.

There are three different ways for you to log in to My VA Health: ID.me, **Premium** DS Logon or your **Premium** My HealtheVet account as shown below.

If you would like to access My VA Health using a **Premium** account, you will need to upgrade your account.

- You can upgrade, in person at your VAMC or VA outpatient clinic. Please contact your local My HealtheVet coordinator if you have questions. You may also upgrade your account online using **ID.me** or **DS Logon**. Both ways are outlined in this [user guide](#).

[Figure 2: ID.me Option](#)

[Figure 3: DS Logon Option](#)

[Figure 4: My HealtheVet Option](#)
2 Overview of the My VA Health Portal

Once you log into My VA Health, you will see your own personal dashboard. This user guide will provide more details on the different sections available to you.

2.1 Accessing Patient Information

When you select your name in the top-right corner, the menu opens. Under View Patient Information, you will find your personal details, address, contact information, insurance information and a list of your medical providers.
2.2 Accessing Your Health Record on the Patient’s Dashboard

You can access your information 24 hours a day, seven days a week. By selecting the drop-down arrow for the More menu, you can access your health record.

You can view your latest results (i.e., height, weight, blood pressure, etc.) from your last encounter where that information was collected. This information is pulled from your VA electronic medical record.
Figure 9: Health Record

3 Accessing Veteran Clipboards on Patient’s Dashboard

Your clipboards are what you normally complete on paper when you visit your provider. You can now do this in My VA Health prior to your appointments. If a clipboard is assigned to you, your My VA Health home page (dashboard) will display a link with a reminder.

Figure 10: Clipboard Overview Page
Select the link to open the **Clipboards** page.

![Clipboards Page](image)

**Figure 11: Assigned Clipboards**

The **Clipboards** page displays a list of all clipboards assigned to you. From the Clipboards page, select **Take Now** to open a clipboard’s **Overview** page. (If you already started the clipboard, it displays **Continue** instead.)

### 3.1 Veteran Clipboard Reference Table

**Table 2: Veteran Clipboard Reference Table**

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take Now</td>
<td>The <strong>Take Now</strong> icon takes you to the clipboard’s <strong>Overview</strong> page. If you have already started the clipboard, it displays as <strong>Continue</strong> instead.</td>
</tr>
<tr>
<td>Available</td>
<td>The <strong>Available</strong> button shows you all clipboards unsubmitted in your health record.</td>
</tr>
<tr>
<td>Completed</td>
<td>The <strong>Completed</strong> button shows you all clipboards that have been submitted in your health record.</td>
</tr>
<tr>
<td>✌ Add New Allergy</td>
<td>The <strong>Add New Allergy</strong> button allows you to add a new allergy to your health record.</td>
</tr>
<tr>
<td>✌ Add New Health Issue</td>
<td>The <strong>Add New Health Issue</strong> button allows you to add a new health issue to your health record.</td>
</tr>
<tr>
<td>✌ Add New Medication</td>
<td>The <strong>Add New Medication</strong> button allows you to add a new medication to your chart.</td>
</tr>
</tbody>
</table>
3.2 Completing a Clipboard

Your clipboard home page shows what clipboards you have completed and what clipboards are available for you to fill out. When you select **Take Now**, you will be taken to the form to update your health history. Each form retrieves information from your chart.

If you select the **Completed** button, you can see your submitted clipboards. If none are submitted, then a “None completed” message displays.
3.3 Navigating a Clipboard

As you navigate through a clipboard, selecting **Next** after each form takes you through each section for that clipboard. Changes are automatically saved in the updated form in case you need to log out and return to complete it later in your patient portal. Each form has a label at the top indicating your progress through the clipboard, such as Part 1 of 6.

3.4 Medications

The **Medications** section displays all the active medications currently in your health record. Here you can edit your medication details by selecting **Edit**. You can also add new medications by selecting the **Add New Medication** button.

To update the status of each medication, select the appropriate option under the Status column. If you are taking all medications as prescribed, you can select the box at the top labeled **Check here to indicate all medications are taken as prescribed.**
3.5 Allergies

The Allergies section provides a list of all your current allergies and any documented reactions. You can modify a current allergy by selecting Edit. You can also add a new allergy by selecting the Add New Allergy button.
### 3.6 Active Health Issues

The **Active Health Issues** section shows all issues past and active in your health record. You can add a new health issue by selecting the **Add New Health Issue** button.

If you need to modify a health issue, you can select **Edit**.

![Active Health Issues](image)

**Figure 17: Active Health Issues**
3.7 Procedures and Surgeries
The Procedures and Surgeries section displays all the procedures documented in your health record. You can also add procedures and surgeries by selecting the Add New Procedure button.

![Figure 18: Adding Procedures and Surgeries](image)

3.8 Immunizations
The Immunizations section displays all the immunizations documented in your health record. You can also add immunizations by selecting the Add New Immunization button.

![Figure 19: Immunizations](image)
3.9 Review and Submit

After you have completed all forms in all sections on the clipboard, the Review and Submit page is displayed with a list of the completed forms. Here you can select a form to review your answers or select Edit to revise your answers. When you are finished, select the Submit Answers button. The Overview page is displayed with a success message.

Figure 20: Review and Submit
4 Health Record

By selecting the Health record option from the dashboard, you can access key information from your EHR. In this section, we will provide a brief description of what you can do within the health record.

While you navigate your health record, you can select the sections seen here to quickly access specific information.
### 4.1 Health Record Reference Table

<table>
<thead>
<tr>
<th><strong>Immunizations</strong></th>
<th><strong>Immunizations</strong> provide a history of your immunizations with dates and descriptions. See Figure 23.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Allergies</strong></td>
<td><strong>Current Allergies</strong> show a list of all current allergies and the reaction you have, if documented. See Figure 24.</td>
</tr>
<tr>
<td><strong>Health Issues</strong></td>
<td><strong>Health Issues</strong> list documented health issues in your record pulled from the Problems List. See Figure 25.</td>
</tr>
<tr>
<td><strong>View health profile</strong></td>
<td><strong>View health profile</strong> show documented immunizations, health issues and allergies. See Figure 22.</td>
</tr>
<tr>
<td><strong>View lab and test results</strong></td>
<td><strong>View lab and test results</strong>, gives visibility to your lab, pathology, radiology and microbiology results and clinical measurements. See Figure 27.</td>
</tr>
<tr>
<td><strong>View health conditions</strong></td>
<td><strong>View health conditions</strong> shows all documented health conditions in your medical record. See Figure 33.</td>
</tr>
<tr>
<td><strong>View procedures</strong></td>
<td><strong>View procedures</strong> displays all documented procedures you have had. See Figure 34.</td>
</tr>
<tr>
<td><strong>View clinical documents</strong></td>
<td><strong>View clinical documents</strong>, allows you to view or download documents and education materials your provider or care team has saved to your health record. See Figure 35 and 37.</td>
</tr>
<tr>
<td><strong>Learn more about this</strong></td>
<td><strong>Learn more about this</strong>, when expanded, will show more details about health issues using the Veterans Health Library Search. (The Learn more about this option will appear in other areas in the health management portal to provide more detail on the given topic.) See Figure 26.</td>
</tr>
</tbody>
</table>
4.2 View Health Profile – Immunizations

Under Immunizations, you can access the history of your immunizations with dates and details. When you select Learn more about this, you will be sent to the Veterans Health Library Search, where you can learn more about the immunization administered.

![Figure 23: Immunizations](image)
4.3 View Health Profile – Current Allergies

Current Allergies provide a list of all your current allergies and any documented reactions.

![Current Allergies](image)

Figure 24: Current Allergies
4.4 View Health Profile – Health Issues

Health Issues show all past and active issues in your health record.

![Figure 25: Health Issues]
4.5 Learn More About This Option and the Veterans Health Library Search

When you select the Learn more about this option throughout your health management portal, you are taken to the Veterans Health Library Search. The Veterans Health Library Search provides a library to search for information on health issues, lab results or medications.

![Veterans Health Library Search](image-url)
4.6 View Lab and Test Results

The View lab and test results section provides access to your lab results, clinical measurements (e.g., blood pressure, height, weight and BMI with reference ranges where appropriate), pathology, radiology and microbiology reports. To navigate your results, use the sections on the left.

Figure 27: View Lab and Test Results
4.6.1 View Lab Results and Vitals

Reference ranges come directly from the new EHR and are meant to be a guide on where your health care team would expect your results to fall. You will also be able to access discrete lab results in your EHR. Labs processed by other health care organizations may not display in the health management portal. The delay and exclusions may be re-evaluated over time and modified to give you greater access to your health record. Additionally, you can select any result or measurement to see its available history.

![Image of Vital Signs and Laboratory Results](image)

**Figure 28: View Lab Results and Vitals**
In situations where your results are outside the **Reference Range**, items will be highlighted with Low or High and varying colors. This is meant to enhance your knowledge and understanding of the results. You can also select the result to see its history and trend.

*Figure 29: Vital History*
4.6.2 View Pathology Reports

The View pathology reports section provides access to your pathology reports. The results will be text based and have a 36-hour delay after the report is signed by the appropriate clinician, before they are published to My VA Health. If no reports are in your chart, “No information recorded” will display.

Figure 30: View Pathology Reports
4.6.3 View Radiology Reports

The View radiology reports section provides access to your radiology results. Results can be viewed or downloaded. These reports have a 36-hour delay after the report is signed by the appropriate clinician, before they are published to My VA Health. The report will be text based and no images will be displayed in the health management portal.

![Figure 31: View Radiology Reports](image-url)
4.6.4 View Microbiology Reports

The Microbiology section provides access to your microbiology results. Results can be viewed or downloaded. Results will be text based and have a 36-hour delay after the report is signed by the appropriate clinician, before they are published to My VA Health. If no reports are in your chart, “No information found” will display. Results can be further filtered by choosing a date range.

Figure 32: View Microbiology Reports
4.7 View Health Conditions

The View health conditions section will display all the health conditions documented in your health record.

![Figure 33: Health Conditions](image)

4.8 View Procedures

The View procedures section will display all clinically relevant procedures documented in your health record.

![Figure 34: View Procedures](image)
4.9 View Clinical Documents

The **View clinical documents** menu shows visit summaries and documents from your health care team. To navigate your clinical documents, use the sections on the left.

![View Clinical Documents](image)

*Figure 35: View Clinical Documents*
Throughout the View clinical documents menu, you can access a document or download it. This is a sample of a document you could download or print for your own record.

**COVID-19 Coronavirus Questionnaire**

Patient: SMITH, JOHN
DOB: Mar 03, 1961

John Smith is a 59 year old male. The “DoD COVID-19” screening questionnaire was administered. The following are the patient’s responses.

**History of Present Illness**

Patient denied: Trains has coronavirus infection.


- **Severity:** Patient reported: Able to do most usual daily activities with illness. Patient denied. Very severe dyspnea (gasping for air or cannot talk without catching breath). Blue lips or face. Severe and constant chest pain or pressure. Severe and constant dizziness or lightheadedness. New or worsening confusion. Unconscious or very difficult to wake up. New or worsening altered speech. New seizure or seizures that won’t stop. Moderate to severe dyspnea (unable to speak full sentences). Coughing up blood (more than about 1 teaspoon). Signs of low blood pressure (feeling cold, pale, clammy skin, light-headed, too weak to stand).


**Figure 36: Sample Document**
4.9.1 View Clinical Notes

In the View clinical notes section, you can access and download notes created in your health record to better manage your care. These note types have a 36-hour delay before they are published to My VA Health.

![Figure 37: View Clinical Notes](image-url)
4.9.2 View Visit Summaries

The **Visit Summaries** section allows you to access and download documents from your appointments with your provider and/or health care team.

![Figure 38: View Visit Summaries](image-url)
4.9.3 **View Documents**

The **View documents** section shows documents your provider or care team have saved to your EHR. This may include discharge instructions, discharge summaries, education content and other text based or scanned documents.

![View Documents](image)

**Figure 39: View Documents**

5 **Pharmacy**

The **Pharmacy** tab allows you to access your current and past medications. You can also access more information on your prescriptions and request refills or renewals for applicable medications.

![Pharmacy Overview](image)

**Figure 40: Pharmacy Overview**
5.1 Pharmacy Reference Table

Table 4: Pharmacy Reference Table

<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>The Pharmacy tab will take you to all your medications. See Figure 40.</th>
</tr>
</thead>
<tbody>
<tr>
<td>View comprehensive medications</td>
<td>The View comprehensive medications section allows you to view all previous documented medications from the past three years.</td>
</tr>
<tr>
<td>View current medications</td>
<td>The View current medications section allows you to see all current medications you have documented by your care team. In this section, you can also request refills.</td>
</tr>
<tr>
<td>Details</td>
<td>The Details button allows you to view more information about your medications. You can also refill applicable medications from here. See Figure 41.</td>
</tr>
<tr>
<td>Refill</td>
<td>The Refill button allows you to request a refill on applicable medications. See Figure 42.</td>
</tr>
</tbody>
</table>

5.2 View Current Medications

The View current medications section shows all the documented medications you’re currently taking. The Print button in the upper right corner of this screen allows you to print current and comprehensive medications.

Figure 41: View Current Medications
5.3 Refilling a Medication

When Details is selected, it will open another screen where you can view more information about a medication. If applicable, you can also refill from this screen.

When you select the Refill button, the Refill Medication screen opens. If the details are correct, select Refill.

When the refill is submitted, a “Refill successful” message displays. The medication also shows the date of when the refill was requested.
5.4 Renewing a Medication

When you select Refill on a medication with no refills remaining, the Prescription Renewal message window opens. Here, you can send a prescription renewal request to your provider and/or health care team.
In the **Prescription Renewal** you can indicate who you want to send the request to from the drop-down. You can also type in the reason for renewal, quantity and additional comments. After choosing how you should be contacted, select the **Send** button.

![Figure 46: Prescription Renewal Message](image)

When the prescription renewal request has been completed, a message shows indicating it has been sent to your health care team.

![Figure 47: Prescription Renewal Request Sent](image)
5.5 View Comprehensive Medications

The **View comprehensive medications** tab shows your historical medications from the past three years.

![Figure 48: View Comprehensive Medications](image)

6 Messaging

The **Messaging** section allows you to connect with your physicians and care team via Secure Messaging. These messages are sent securely to ensure HIPAA compliance and protect sensitive information from undesired parties.

Please note: Secure Messaging is for routine questions you may have for your VA health care team and some non-clinical programs and departments. Secure Messaging is not to be used for emergency situations. **If you need immediate medical care, call 911.**

If you are in crisis, consider the Veterans Crisis line. This is a toll-free, confidential resource. Call 800-273-TALK (8255) and press 1.
6.1 Messaging Reference Table

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Messaging</strong></td>
<td>The <strong>Messaging</strong> tab will take you to all your messages. See Figure 49.</td>
</tr>
<tr>
<td><strong>Send a message</strong></td>
<td>The <strong>Send a message</strong> icon, when selected, will display a New Message template. In the template, you will need to fill in the required fields and type in your message. See Figure 50.</td>
</tr>
<tr>
<td><strong>View and send messages</strong></td>
<td>The <strong>View and send messages</strong> section allows you to view your inbox and send new messages.</td>
</tr>
<tr>
<td><strong>View sent messages</strong></td>
<td>The <strong>View sent messages</strong> section allows you to review messages sent to your provider or care team. You can also see if the message has been reviewed or not. See Figure 56.</td>
</tr>
<tr>
<td><strong>View trashed messages</strong></td>
<td>The <strong>View trashed messages</strong> section contains messages that have been removed from the Inbox. These messages can either be removed permanently or restored to the Inbox. See Figure 57.</td>
</tr>
<tr>
<td><strong>Manage Folders</strong></td>
<td>The <strong>Manage Folders</strong> icon allows you to create and delete folders to organize your messages. See Figure 51.</td>
</tr>
</tbody>
</table>

6.2 Messaging

**View and send messages** in the Messaging tab shows updates or responses received from your health care team and/or provider. When **New Message** is selected, it will open another screen where you can fill out a message. See New Message section for more information.

When **Manage Folders** is selected, it will open another screen where you can edit, delete and add folders in your inbox. See Manage Folders section for more information.

![Figure 49: Messaging](image-url)
6.3 New Message

You can search for your provider by typing their name in the To field, which will begin pulling relevant results. Each result will include a VA location, first and last name, specialty and their affiliated health care team so you can choose the correct provider.

You can also attach up to 10 MB of pictures or documents to your message and up to 10 files. To attach pictures or documents, you will select the Choose File button to add a file from your computer or device to the message.

![New Message Interface](Figure 50: New Message)
You can attach the following file types to a message:

- **Images:**
  - .JPG, JPEG, - JPEG/JIFF images
  - .PNG - Portable (Public) Network Graphic images
  - .BMP - Windows OS/2 Bitmap graphics
  - .GIF - Graphic Interchange Format images
  - .TIFF - Tagged Image File Format

- **Documents:**
  - .PDF - Portable Document Format, Adobe Acrobat, Adobe Reader files
  - .DOC, .DOCX - Documents, Word documents.PPT, .PPTX, .PPS
  - .PPSX - Presentations, Microsoft PowerPoint presentations
  - .ODT - OpenDocument Text files
  - .XLS, .XLSX - Worksheets, Excel worksheets
  - .TXT - Text files.RTF - Rich Text Format files

- **Videos:**
  - .MP4, .M4V, - MPEG-4 videos
  - .MOV - QuickTime movies
  - .WMV - Windows Media Video movies
  - .MPG - MPEG-1 videos

### 6.4 Manage Folders

By selecting the **Manage Folders** button, you can edit, create or delete folders in your inbox.

![Figure 51: Manage Folders](image_url)
6.5 Moving Your Messages

When you select a message, it opens in another window. Here you can reply to your provider and/or health care team, forward a message and move messages.
Under the **Move to** drop-down menu, you can move your messages to your inbox, trash or created folders.

![Figure 54: Move To Options](image-url)
6.6 Relying to a Message

After selecting the **Reply, Reply All** or **Forward** button, the message window shows. You can also attach up to 10 MB of pictures or documents to your message and up to 10 files. To attach pictures or documents, you will select the **Choose File** button to add a file from your computer or device to the message.

![Figure 55: Reply to a Message](image-url)
6.7 Sent Messages
The sent messages section allows you to review messages you have sent. Messages will show the subject, recipient, date and time and Unopened/Reviewed status. Once clinical staff have opened your message in Message Center, you will see the status change from “Unopened” to “Reviewed.”

![Figure 56: View Sent Messages](image)

6.8 Trashed Messages
The view trashed messages section allows you to review messages that have been removed from the inbox. After selecting the message, it can either be removed permanently or restored to the inbox.

![Figure 57: View Trashed Messages](image)
7 Appointments

The **Appointments** tab at the top of the Dashboard allows you to access details about future and past appointments. In this section, you have two options: view upcoming appointments and schedule a new appointment.

**Schedule an appointment** allows you to schedule appointments through My VA Health. You can select the provider, appointment type and choose from times made available by site scheduling staff.
7.1 Appointment Reference Table

<table>
<thead>
<tr>
<th>Appointments</th>
<th>The <strong>Appointments</strong> tab will take you to all your past and upcoming appointments. See Figure 59.</th>
</tr>
</thead>
<tbody>
<tr>
<td>View details</td>
<td><strong>View details</strong>, allows you to view more instructions from your care team and information to prepare for your appointment.</td>
</tr>
<tr>
<td>Cancel appointment</td>
<td><strong>Cancel appointment</strong>, gives you the opportunity to remove your appointment from the schedule inside of the cancellation window. See Figure 68.</td>
</tr>
<tr>
<td>View all availability</td>
<td><strong>View all availability</strong>, displays all available appointment times for a specific provider.</td>
</tr>
</tbody>
</table>

7.2 View Upcoming Appointments

**View upcoming appointments** allows you to view a list of future appointments that have already been scheduled. You will see details of where, when and the provider who will be treating you.

**Schedule Appointment** button allows you to book an appointment through My VA Health. You can select the provider, appointment type and choose from times made available by site scheduling staff.

The **Print** icon allows you to quickly print a list of your upcoming appointments to your default printer. The **Options** drop-down menu lets you cancel and view more details for an appointment.

![Figure 60: View Upcoming Appointments](image)
7.3 View Past Appointments
The **Options** drop-down menu allows you view more details for an appointment. **Appointment Type** drop-down menu allows you to filter your past appointments by type (e.g., primary care, audiology).

![Figure 61: View Past Appointments](image)

7.4 Schedule a New Appointment
To schedule a new appointment, select one of the following options.

![Figure 62: Schedule an Appointment](image)
7.4.1 Finding Another Appointment

To find another appointment, first select if you are a new or established patient. Then choose the type of appointment you wish to schedule and how you would like to have your visit. Based on your selections, My VA Health recommends an appointment type.

Choose either one of the Previously Scheduled Appointment Types or Find Another Appointment Type. If the appointment you want to schedule isn’t listed under the Previously Scheduled Appointment Types, you will select Find Another Appointment Type.

Figure 63: Schedule an Appointment
7.4.2 Scheduling an Appointment Not Listed in My VA Health

If you are trying to schedule an appointment and do not see any times to meet your needs in My VA Health, you can:

- Call the Mann-Grandstaff VAMC at 509-434-7050 or 800-325-7490 to schedule.
- Request help scheduling appointments using My HealthVet Secure Messaging for specialty appointment types not available in My VA Health.

7.4.3 Choosing a Location

You can choose a location for the appointment.
7.4.4 Selecting an Appointment Time
Choose from the list of specific providers. Although you can see other providers under the All Providers section, it’s encouraged that you choose your primary care provider.
After choosing your provider, select **Apply**.

![Figure 66: Select an Appointment Time](image)

7.4.5 Providing Comments on Your Appointment
You can provide additional comments then select **Confirm your appointment**, to book the appointment. You can also request an email be sent with the appointment details.

![Figure 67: Tell Us More](image)
7.5 Cancel an Appointment
You can cancel an appointment from the appointment screen. When you select **Cancel Appointment** from the **Options** drop-down, another screen opens.

![Figure 68: Cancel an Appointment](image)
In the **Confirm Appointment Cancellation** screen, you can select a reason for canceling then choose to cancel or keep the appointment.

![Confirm Appointment Cancellation](image)

**Figure 69: Confirm Appointment Cancellation**

### 8 Resources

- Learn more about a My HealtheVet **Premium** account at [www.myhealth.va.gov/premium](http://www.myhealth.va.gov/premium)
- Read more about VA’s Electronic Health Record Modernization (EHRM) at [www.ehrm.va.gov](http://www.ehrm.va.gov)
- See more about My VA Health at the Mann-Grandstaff VAMC at [www.spokane.va.gov/services/ehrm.asp](http://www.spokane.va.gov/services/ehrm.asp)
- Access [www.va.gov](http://www.va.gov)
- Access My VA Health: [https://patientportal.myhealth.va.gov](https://patientportal.myhealth.va.gov)