



# My Health eVet Quick Guide

## Secure Messaging

### Communicating With Your Health Care Team



Secure Messaging is for VA Patients and their VA health care teams. It is an easy to use online messaging system available through My Health eVet. Secure Messaging is safe and secure, because the messages you send and receive are all kept within My Health eVet. Start using Secure Messaging today to discuss your health with your VA health care team.

**Secure Messaging should only be used for non-urgent, non-critical communication!**

#### USE SECURE MESSAGING TO...

- Request VA prescription renewals
- Follow up on medical conditions
- Request, change, and/or cancel VA appointments
- Ask health-related questions

#### SECURE MESSAGING HELPS YOU...

- Partner with your VA health care team
- Get a timely response to messages – within three business days
- End phone tag and waiting time on the telephone
- Save gas and parking frustrations by decreasing unnecessary VA visits

#### GET STARTED

To use Secure Messaging you must:

- Be a Veteran enrolled at a VA health care facility
- Be registered as a **VA Patient** in My Health eVet
- Have an upgraded My Health eVet account

There are two ways you can upgrade your My Health eVet account:

1. [In-Person Authentication](#) (IPA) at your VA Medical Center or Community Based Outpatient Clinic (CBOC) or
2. [Online Authentication](#)

Visit [Frequently Asked Questions](#). Find questions and answers that may help you understand more about this feature.

#### Getting Started with Secure Messaging

1. Login My Health eVet @ [www.myhealth.va.gov](http://www.myhealth.va.gov)
2. Select the **SECURE MESSAGING** tab located on the red navigation bar
3. Select the orange **Open Secure Messaging** button

**Note:** When you open Secure Messaging for the first time you will be presented with Terms & Conditions for using this feature. Please take time to read this information.

If you agree and would like to use this feature:

4. Select the radio button - **I have read the Terms & Conditions and would like to Opt In**
5. Select the **Submit** button

#### Managing Your Messages

To open a message in your Inbox, select the message link under the **Subject** column.

To send a message:

1. Select the **New Message** button in your Inbox
2. Choose who the message is for by selecting the drop-down arrow next to **To**. (Note: only your health care team will appear in the list)
3. Next to **Subject** – use the drop-down arrow to select the type of message you want to send:
  - *Appointment* – request, change or cancel appointments
  - *Medication* – renew or ask a question about a medicine
  - *Test* – ask about a test result or procedure
  - *General* – all other non-urgent issues
4. Type your message
5. Select the **Send** button

To learn more, visit the **Secure Messaging User Manual**:

- On the My Health eVet Home page, select the **Help** tab at the top of the page
- Under **User Guides** select the link **Secure Messaging User Manual**