



My HealthVet Quick Guide

Refill My VA Prescriptions



Refill My Prescriptions is a feature of your My HealthVet Personal Health Record. It gives you a secure way to refill your VA prescriptions online. You can view the name and number of your VA prescriptions as well as the number of refills you have left.

You are able to refill most of your VA prescriptions online. An exception to this are controlled narcotics (also called Schedule 2 medications). These cannot be refilled online.

To use the **Refill My Prescriptions** feature, you need to:

- Receive health care services from the VA
- Be registered on My HealthVet as a **Veteran/VA Patient**, with an [Advanced](#) or [Premium](#) account
- Have a prescription written by a VA provider that has previously been filled at a VA pharmacy

An **Active** prescription that is refillable is indicated by a checkbox. Not all **Active** prescriptions can be refilled. For example, when not enough time has passed since the last refill, a prescription may be **Active**, but not yet refillable. If no checkbox appears, either the prescription is not eligible for refill, or not enough time has passed before you can refill it. When this is the case, in the **Refill Status** column the word **Hold** will be displayed.

Prescription Number – This is found on the label of your medicine bottle. Use it to help refill the correct medicine.

When you need to restock your supply, simply check the box, and select **Submit**. The **Refill Status** will change from **Active** to **Submitted** to **Refill in Progress**. Your refill is ready when the status returns to **Active**. You should allow at least 8-10 days for each refill. You can also set up Reminders in your My HealthVet Health Calendar. This will help prevent running low on your medications.

Track Delivery – Most of the prescriptions you get at the VA will be sent to you by a VA Mail Order Pharmacy.

The Track Delivery feature, located in **Refill Prescription History** lets you view details about the delivery of your VA prescriptions.

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

Getting Started...

To access Rx Refill, you must be logged into your personal My HealthVet account. If you do not have an account, please take this time to [register](#).

Log into your My HealthVet account:

1. Select the **Pharmacy** tab
2. Select **Rx Refill** tab
3. Select **Refill Prescriptions** or **Refill My Prescriptions**

When you select **Refill My Prescriptions**, a list of your VA prescriptions will be displayed:

- Under the column **Select to Refill**, select the box of your medication that is due to be refilled
- Select the **Submit** button at the bottom of the page. When your refill request has been submitted, an alert message will appear at the top of the page.

If you are a Veteran and use the VA Healthcare System, a [Premium](#) My HealthVet Account is for you. This gives you full access to all the features My HealthVet has to offer. To upgrade your account, you need to be [authenticated](#). To learn more, go to the My HealthVet homepage. In the message box titled **Upgrading to a Premium Account**, select the link, [What you need to know](#).

Medication Renewals – With a [Premium](#) My HealthVet account you can use **Secure Messaging** to contact your VA health care team online. You may use it to ask about the renewal of a medicine. On occasion, a visit to your provider may be required to renew a prescription. **Secure Messaging** also lets you address other non-urgent health concerns you may have.