

My HealthVet

Improving 2-way Communication

www.myhealth.va.gov
VA's Award-Winning Personal
Health Record

Secure Messaging Fact Sheet

What is Secure Messaging?

Secure Messaging is a secure web-based message system that allows participating patients and VA health care teams to communicate non-urgent, health related information in a secure setting.

How is Secure Messaging different from email?

Secure Messaging is an online feature that allows the participating health care team to send and receive messages from their patients who are enrolled in My HealthVet and have an upgraded account known as In-Person Authentication (IPA). Veterans do not need to have an email account to participate in Secure Messaging. Secure Messaging is encrypted secure communication available through the My HealthVet website. Secure Messaging can be accessed anywhere at anytime from www.myhealth.va.gov.

Will Secure Messaging be available 24 hours-7days a week?

Participating users may access Secure Messaging 24 hours a day, 7 days a week on www.myhealth.va.gov. Timely responses are anticipated.

When will Secure Messaging be Available for Veterans?

Secure Messaging is scheduled for a national phased released beginning September 2008.

About Secure Messaging on My HealthVet

VA's award-winning Personal Health Record, My HealthVet, is a way for veterans to use the Internet to help manage their health and their health care. My HealthVet gives veterans access to health information, education resources, self-management tools and their personalized medical information. The benefits of increased communication between patients and providers leads to improved health care outcomes. Knowledgeable and empowered VA patients are better able to make informed health care decisions with their health care team, stay healthy, and seek services as needed.

My HealthVet provides Secure Messaging to further enhance two-way communication and collaboration between My HealthVet registered users and their participating VA health care team. Users must go through a one time In-Person Authentication (IPA) process at a VA facility to use Secure Messaging. Secure Messaging offers an alternative, safe way the VA patient and health care team to stay in touch. Secure Messaging can be used for electronic communication for non-urgent, non-emergency health care issues and services. Secure Messaging is based on proven and widely accepted standards and protocols used in the health care industry. Only the intended recipient can see the message a patient sends.

Benefits of Secure Messaging

- Promotes collaboration between the patient and their health care team
- Provides an alternate communication channel that is convenient and flexible — any time, any where Internet access
- Reduces the need for telephone calls and waiting on hold
- May decrease unscheduled clinic walk-ins
- Provides timely response.



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Access to VA Health Care!**

