Department of Veterans Affairs

**Mobile Applications (Apps) Phase Two (MAP2)**

Rx Refill

User Guide



Software Version 2.0

May 2016

Revision History

Note: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

| Date | Revision | Description | Author |
| --- | --- | --- | --- |
| 5/02/2016 | 0.7 | Technical Writer review | John Owczarzak |
| 4/27/2016 | 0.7 | Updated after review | Megan Lucas |
| 4/18/2016 | 0.6 | Added RxR Glossary | John Owczarzak |
| 2/24/2016 | 0.5 | Overall update of document with Sprint 5 updates included | John Owczarzak |
| 8/13/2015 | 0.4 | Documented to match Sprint 4 | John Heeder |
| 6/9/2015 | 0.3 | Documented to match Sprint 3 | John Heeder |
| 4/30/15 | 0.2 | Edits and updates for submission after Sprint 2 | D. Getman |
| 4/1/15 | 0.1 | Initial draft | John Heeder |

Table of Contents

[1. Introduction 1](#_Toc449954585)

[1.1. Purpose 1](#_Toc449954586)

[1.2 Organization of the Manual 1](#_Toc449954587)

[1.3 My HealtheVet Prescription Information 2](#_Toc449954588)

[1.4 Acronyms and Abbreviations 3](#_Toc449954589)

[2. System Summary 4](#_Toc449954590)

[2.1. System Configuration 4](#_Toc449954591)

[2.2. Data Flow 4](#_Toc449954592)

[2.3. User Access Levels 5](#_Toc449954593)

[2.4 Help Desk 6](#_Toc449954594)

[3. Rx Refill Application Overview 6](#_Toc449954595)

[3.1. Refillable VA Prescriptions 6](#_Toc449954596)

[3.2. Track Delivery 7](#_Toc449954597)

[3.3 Prescription History 7](#_Toc449954598)

[3.4 Medication Lists on My Health*e*Vet 8](#_Toc449954599)

[4. Accessing the App 8](#_Toc449954600)

[4.1 Logging On – First Time Use 8](#_Toc449954601)

[4.3 Home Page 10](#_Toc449954602)

[5. Basic Navigation 11](#_Toc449954603)

[5.1 Navigation Ribbon 11](#_Toc449954604)

[5.2 Home Page 11](#_Toc449954605)

[5.3 Features Menu 11](#_Toc449954606)

[5.4 About 12](#_Toc449954607)

[5.5 Accessing Help 13](#_Toc449954608)

[6. Rx Refill Application Features 15](#_Toc449954609)

[6.1 Refillable VA Medications 15](#_Toc449954610)

[6.1.1 Viewing Refillable Prescriptions 15](#_Toc449954611)

[6.1.2 Sorting Medications 16](#_Toc449954612)

[6.1.3 Medication Details/Ordering a Prescription Refill 16](#_Toc449954613)

[6.2 Track Delivery 17](#_Toc449954614)

[6.2.1 Sort Options 19](#_Toc449954615)

[6.2.2 Tracking Deliveries 19](#_Toc449954616)

[6.2.3 Other Prescriptions in Package 21](#_Toc449954617)

[6.2.4 Past Shipments 22](#_Toc449954618)

[6.3 Prescription History 22](#_Toc449954619)

[6.3.1 Sorting Prescription History 23](#_Toc449954620)

[6.3.2 Prescription History Details 24](#_Toc449954621)

[6.4 Medication Lists on My Health*e*Vet 25](#_Toc449954622)

[6.4.1 Using My Health*e*Vet Links 26](#_Toc449954623)

[7. Troubleshooting 27](#_Toc449954624)

[7.1 Special Instructions for Error Correction 27](#_Toc449954625)

[7.2 Caveats and Exceptions 27](#_Toc449954626)

# 1. Introduction

Department of Veterans Affairs (VA) Patient Care Services (PCS), Pharmacy Benefits Management (PBM) is requesting enhancements to the existing Rx Refill mobile application. Currently, VA sends the majority of outpatient prescriptions to Veterans via mail. In order to track the delivery of mailed prescribed medications, Veterans must (1) call their local Veterans Administration Medical Center (VAMC) directly and wait for a representative to look up their order and connect them to the carrier responsible for delivering the shipment, or (2) Veteran patients can track the delivery of their VA prescriptions online through My Health***e***Vet at www. DNS from the Prescription Refill, Prescription History, and/or the main Prescription Track Delivery. Veterans can also use the My Health***e***Vet (MHV) applications to manage their prescriptions.

## 1.1. Purpose

To improve upon this process, the project will enhance the Rx Refill app to allow Veterans to track their prescription shipments and retrieve expected delivery date(s) and time(s) via a mobile device. The Rx Refill app will be modified to include links to the prescription mail provider, United States Postal Service (USPS), and/or contracted mail carrier shipment details, thereby, permitting Veterans with the ability to track the status online. The content displayed on the Rx Refill app will use as much of the information in My Health***e***Vet (MHV) as possible and make use of existing MHV services, where appropriate. In addition, the Rx Refill app will include the name and picture of the prescription medication(s) if available. The Rx Refill app will also leverage Medication Image Library (MIL) data from the VA Corporate Data Warehouse (CDW).

The scope of these enhancements is to provide Veterans with more reliable and better defined information related to their prescriptions and the tracking of their delivery.

## 1.2 Organization of the Manual

**Section 1: Introduction**

The Introduction section provides the purpose of this manual along with a list of acronyms and abbreviations used throughout.

**Section 2: System Summary**

The System Summary section provides information on system configuration, data flow, user access levels, and Help Desk operation and contact.

**Section 3: Rx Refill Application Overview**

The Rx Refill Application Overview section provides information on the functionality provided through the Rx Refill application.

**Section 4: Accessing the App**

The Accessing the App section provides information on first time user set up of VA Launchpad, how to access Rx Refill from the VA Launchpad, and viewing access to the various functions from the Rx Refill Home page.

**Section 5: Basic Navigation**

The Basic Navigation section provides information on how to move through the app; that is, Navigation Ribbon, Home page, Help, and About information.

**Section 6: Rx Refill Application Features**

The Rx Refill Application Functions sectionthe user the “how to” information to use the Rx Refill app, including step-by-step procedures.

**Section 7: Troubleshooting**

The Troubleshooting section provides troubleshooting tips and advice for the Rx Refill app user.

## 1.3 My HealtheVet Prescription Information

The following provides the current prescription information terminology:

* **Refill Status** – This column will show the refill status of the prescriptions:
  + **Refillable:** An active prescription that is listed as **Refillable** means it is available for refill. To submit a refill request, select the prescription and then select the **Submit** button. You will receive a message that the request has been received. The refill status will change from **Refillable** to **Submitted**. Updates to the prescription list will be visible after midnight each calendar day when the status changes from **Submitted** to **Refill in Process**.
  + **Submitted:** If you select a refillable prescription and then select the **Submit** button at the bottom of the screen, the active prescription will be listed as **Submitted** when the screen reappears. **Submitted** means the refill request has been received, but has not been processed yet.
  + **Refill in Process:** This status means the refill request is being processed by the pharmacy. When an active prescription is in the **Refill in Process** status, the **Fill Date** will indicate when the prescription will be ready to be mailed by the VA Mail Order Pharmacy.
* **Prescription Status -** This column displays the potential statuses of a prescription
  + **Active** - The prescription is available to be filled. If you have refills, you may request a refill of this prescription if it has a refill status of **Refillable**
    - **Suspended** - Active prescription waiting to be mailed to the patient on the appropriate date. It will be sent to you on the next available fill date. Contact your VA pharmacy if you need this prescription sooner.
    - **On Hold** - Active prescription that will not be filled until pharmacy resolves the hold. Contact your VA healthcare team when you need more of this prescription.
  + **Discontinued -** These are Prescriptions your provider has discontinued and are no longer available to be filled.
  + **Expired** - Prescription no longer active due to passage of time. This prescription is too old to fill. Call your VA healthcare team if you need more. (This does not refer to the expiration date of the medication in the bottle.)
  + **Unknown –** the status cannot be determined. Contact your VA healthcare team when you need more of this prescription
* **Refill Submit Date** – This is the date that the last refill request was submitted using My HealtheVet.
* **Fill Date** – For an **Active** prescription, the **Fill Date** is the date that the prescription was last refilled. Otherwise, the **Fill Date** means the next possible refill date. If a prescription has never been refilled, the **Fill Date** is the date that it was first issued. When you submit a refill request, the **Fill Date** updates when the request is being processed by the issuing pharmacy, i.e. such as when the status changes from **Submitted** to **Refill in Process**.
* **Refills Remaining** – This is the number of refills that remain to be filled.
* **Prescription** – This column shows the name and number of the prescription to be refilled.
* **Facility** – Facility is the name of the VA facility where the prescription was originally issued.
* **Prescription Tracking** – **Track Delivery** button is shown if the prescription was filled by the VA Mail Order Pharmacy and mailed in the last 30 days.

More information can be viewed at the My HealtheVet website at:

https:// DNS-web/resources/jsp/help.jsp?helpDirectRequest=rxrefill\_summary.html

## 1.4 Acronyms and Abbreviations

The following table contains a list of acronyms and abbreviations used in this document and their definitions.

Table : Acronyms and Abbreviations

| Acronym | Definition |
| --- | --- |
| ADR | Adverse Drug Reaction |
| App | Application |
| CT | Central Time zone |
| DS Logon | Department of Defense Self-Service Logon |
| EULA | End User License Agreement |
| FAQ | Frequently Asked Questions |
| FDA | Food and Drug Administration |
| ID | Identification |
| IPA | In-Person Authentication |
| MHV | My Health***e***Vet |
| NiH | National Institutes of Health |
| NLM | National Library of Medicine |
| OS | Operating System |
| PBM | Pharmacy Benefits Management |
| PCS | Patient Care Services |
| ROA | Right of Access |
| RxR | Rx Refill |
| SM | Secure Messaging |
| SME | Subject Matter Expert |
| UPS | United Parcel Service Inc. |
| USPS | United States Postal Service |
| VA | Department of Veterans Affairs |
| VAMC | VA Medical Center |
| VHA | Veterans Health Administration |

# 2. System Summary

The Rx Refill app provides patients with access to general information on their medications.

Patients are able to:

* View and order refillable VA prescriptions
* Track refill shipment and delivery status
* View prescription history

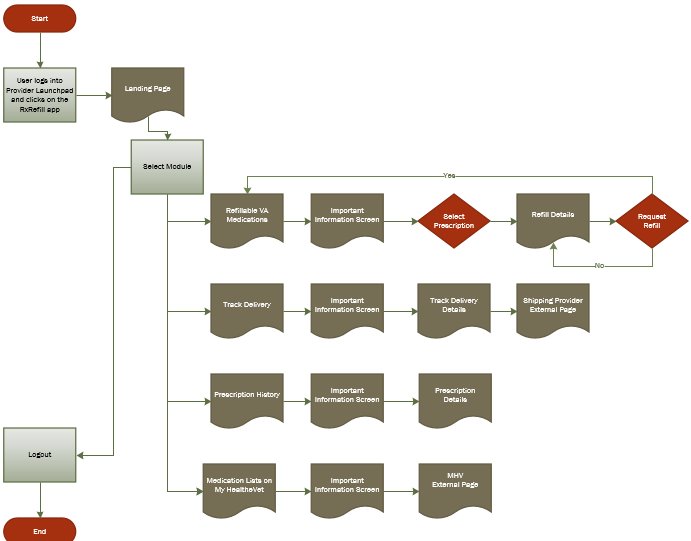
The Rx Refill app is downloaded as part of Launchpad, which can be installed from VA App Store onto your mobile device.

## 2.1. System Configuration

Rx Refill is an application intended to be used on personal mobile iPhones and tablets. These devices must have active Wi-Fi connectivity in order for the application to function fully. The application can be used on the following browsers: Internet Explorer 10 and higher, Safari 7 and higher, Firefox 24 and higher, and Chrome 30 and higher.

## 2.2. Data Flow

Data is stored in the Rx Refill database. There are two main data collections used for the Rx Refill app: medicationrefillrequests and enterprisesessionmgmt. medicationrefillrequests will hold successfully filled medications that have been refilled through the Rx Refill application.



## 2.3. User Access Levels

| Name | Description | RxR Access |
| --- | --- | --- |
| Primary Users | Patients | Must have User Name and Password to log into the system. |

## 2.4 Help Desk

For help with this application, contact the VA Mobile App Help Desk toll free at 1-877-470-5947. The Help Desk is available weekdays from 7 a.m. to 7 p.m. (CT).

For DS Logon (Department of Defense Self-Service Logon) related questions, contact the eBenefits help line toll free at 1-800-983-0937.

# 3. Rx Refill Application Overview

This section contains a high-level look at functionality provided by the Rx Refill app:

* Refillable VA Medications
* Track Delivery
* Prescription History
* Medication Lists on My Health***e***Vet

## 3.1. Refillable VA Prescriptions

Functionality of the Refillable VA Prescriptions feature includes:

* Prescription Name
* Refill Status
* Prescription Number
* VA Facility
* See Details

Under See Details, the Refill Details screen includes:

* Quantity
* Refill Status
* Prescription Number
* VA Facility
* Refills Remaining
* Last Refill Processed
* Last Refill Shipped
* Current Prescription Expires

## 3.2. Track Delivery

Functionality of Track Delivery feature includes:

* Prescription Name
* Prescription Status
* Prescription Number
* VA Facility
* See Details

Under See Details, the Track Delivery Details screen includes:

* Prescription Information
  + Prescription Name
  + A link to View the Image
  + Prescription Number
  + VA Facility
  + Rx Information Phone Number
* Tracking Information
  + Date Shipped
  + Delivery Service
  + Tracking Number
  + Other Prescriptions in Package
* Past Shipments
  + Date Shipped
  + Delivery Service
  + Tracking Number

## 3.3 Prescription History

Functionality of Prescription History includes:

* Prescription Name
* Refill or Prescription Status
* Prescription Number
* VA Facility

Under See Details, the Prescription History Details page includes:

* Prescription Name
* Quantity
* Prescription Status
* Prescription Number
* VA Facility
* Refills Remaining
* Last Refill Processed
* Last Refill Shipped
* Current Prescription Expires

## 3.4 Medication Lists on My Health*e*Vet

Functionality of this module provides links to My Health***e***Vet:

* My Complete Medication List
* Blue Button download
* Health Summary (VA Continuity of Care Document (CCD))

# 4. Accessing the App

This section contains information on initially accessing the Rx Refill application.

Note: Many of the features and related links offered by Rx Refill, such as My Health***e***Vet (MHV), require registering with MHV as a VA Patient, and acquiring a Premium Account via In-Person Authentication (IPA).

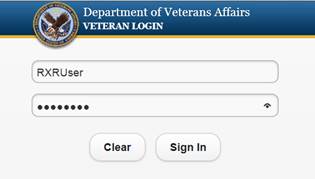
## 4.1 Logging On – First Time Use

VA Mobile Applications are accessed from the VA Launchpad.

1. Find the Rx Refill application and tap on it.

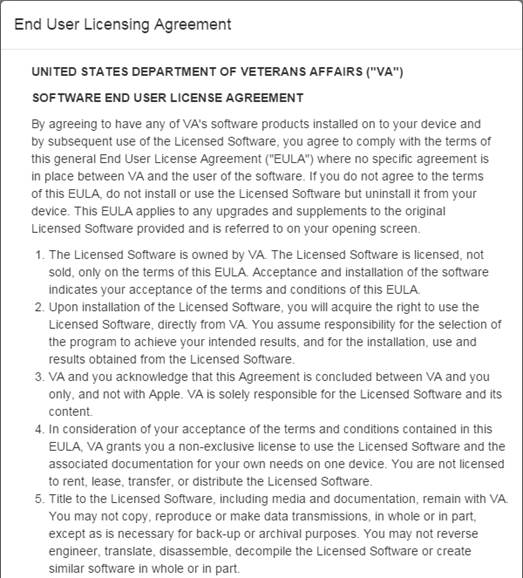


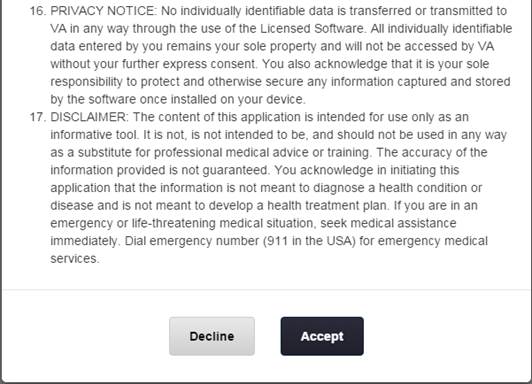
1. Log on using the Department of Veterans Affairs VETERAN LOGIN



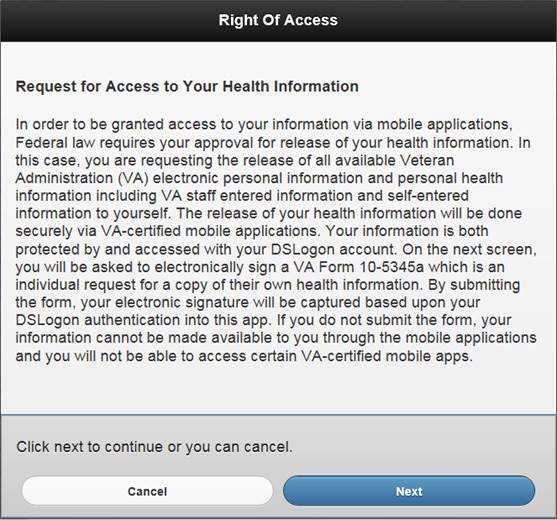
1. The End User Licensing Agreement appears.

Note: There are 17 items in the agreement to review before you can Accept or Decline.





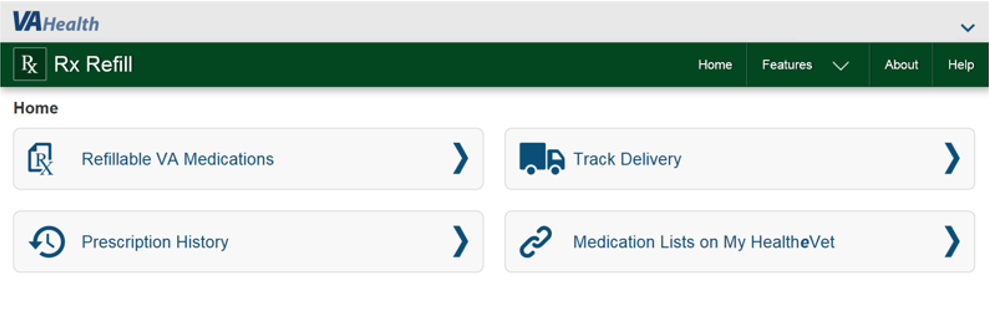
1. Tap **Accept** to continue.
2. The Right of Access dialog appears.



1. Tap **Next** to continue on to the Rx Refill application.

## 4.3 Home Page

The Rx Refill Home page is the portal to the Rx Refill screens/functions. The Home page also displays information on the user (not shown below) and the application.



# 5. Basic Navigation

This section provides the basic navigation features of the Rx Refill app.

## 5.1 Navigation Ribbon

The Navigation ribbon on each screen of the Rx Refill app allows the user to move within the app to the following:

* Home page
* Features
* About
* Help



Information on each of these areas is covered in the following sections.

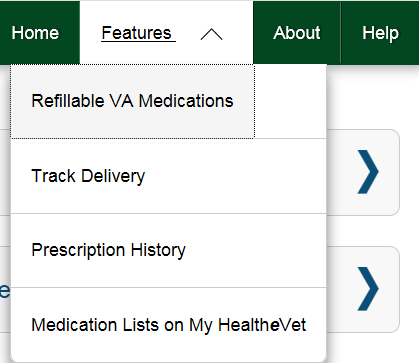
## 5.2 Home Page

As discussed previously, The Rx Refill Home page is the portal to the Rx Refill screens/functions.

## 5.3 Features Menu

Each feature can be accessed from the navigation ribbon on whatever page the user may be on.

The Features menu allows quick navigation to screens in the Rx Refill app.



To navigate using Features:

1. Tap the **Features** drop down. The Features drop down menu displays.
2. Tap the desired location. The app will display the selected location.

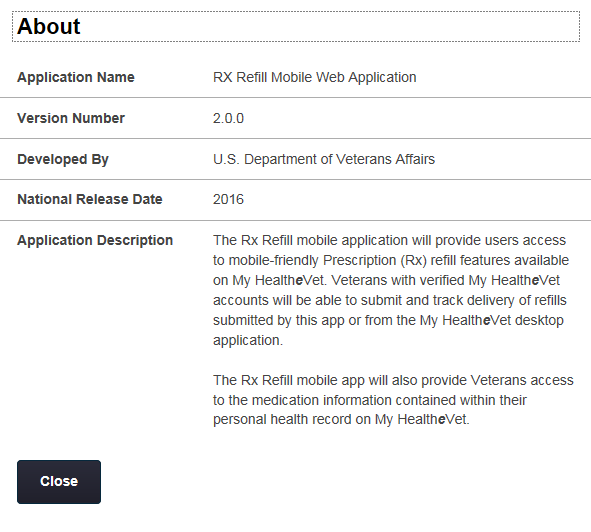
## 5.4 About

The About page provides the following information on the application:

* Application name
* Current version of the app being used
* Who developed the app
* National release date of the app
* Description of the app

To view the About information:

1. Tap **About**.
2. The About information displays.



2. Tap **Close** to exit the About page and return to the app screen the user is on.

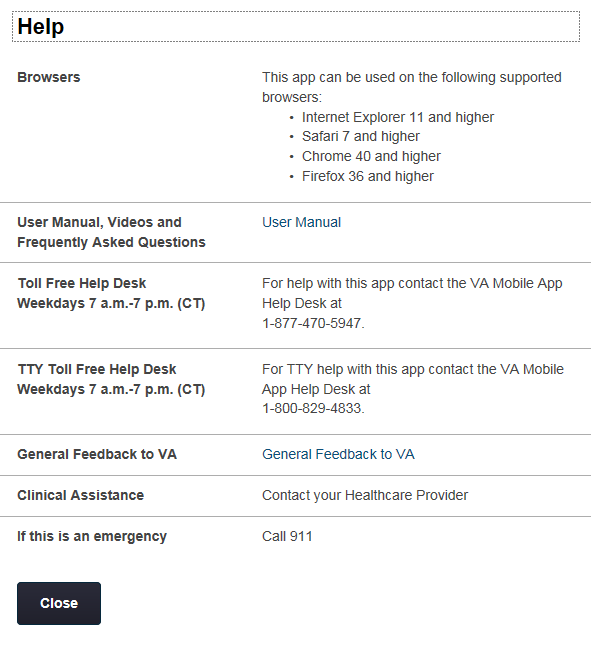
## 5.5 Accessing Help

The Help page provides the following information:

* Browsers the app is supported on
* A link to the online User Manual and Frequently Asked Questions
* Toll Free phone number to the Help Desk
* TTY Toll Free phone number to the Help Desk
* A link to where the user can provide feedback on the app
* Contact your Healthcare Provider if Clinical Assistance is needed
* Call 911 if it is an emergency

To view the Help information:

1. Tap **Help**.



1. Tap **Close** to exit the Help page and return to the app screen the user is on.

# 6. Rx Refill Application Features

The following sections provide information and instructions on the features of the Rx Refill application.

## 6.1 Refillable VA Medications

The Refillable VA Medications screen allows the ordering of refillable prescriptions. It also displays prescriptions that are refillable and prescriptions that have been submitted for processing. A Sort option sets the display to show prescriptions in the desired order.

Functionality of the Refillable VA Prescriptions feature includes:

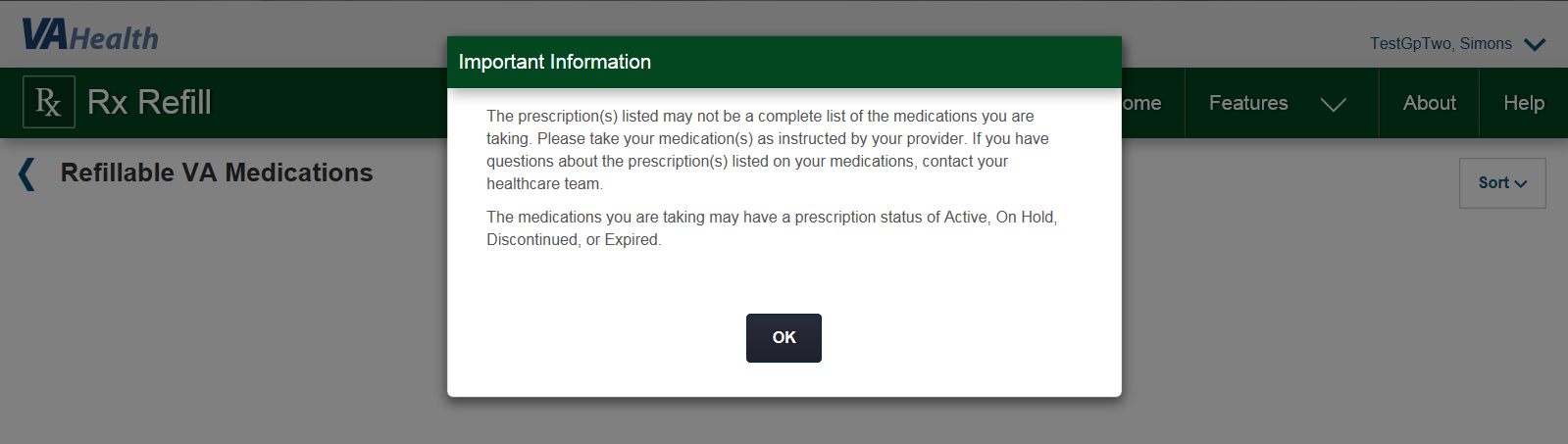
* Prescription Name
* Refill Status
* Prescription Number
* VA Facility
* See Details

Under See Details, the Refill Details screen includes:

* Quantity
* Refill Status
* Prescription Number
* VA Facility
* Refills Remaining
* Last Refill Processed
* Last Refill Shipped
* Current Prescription Expires

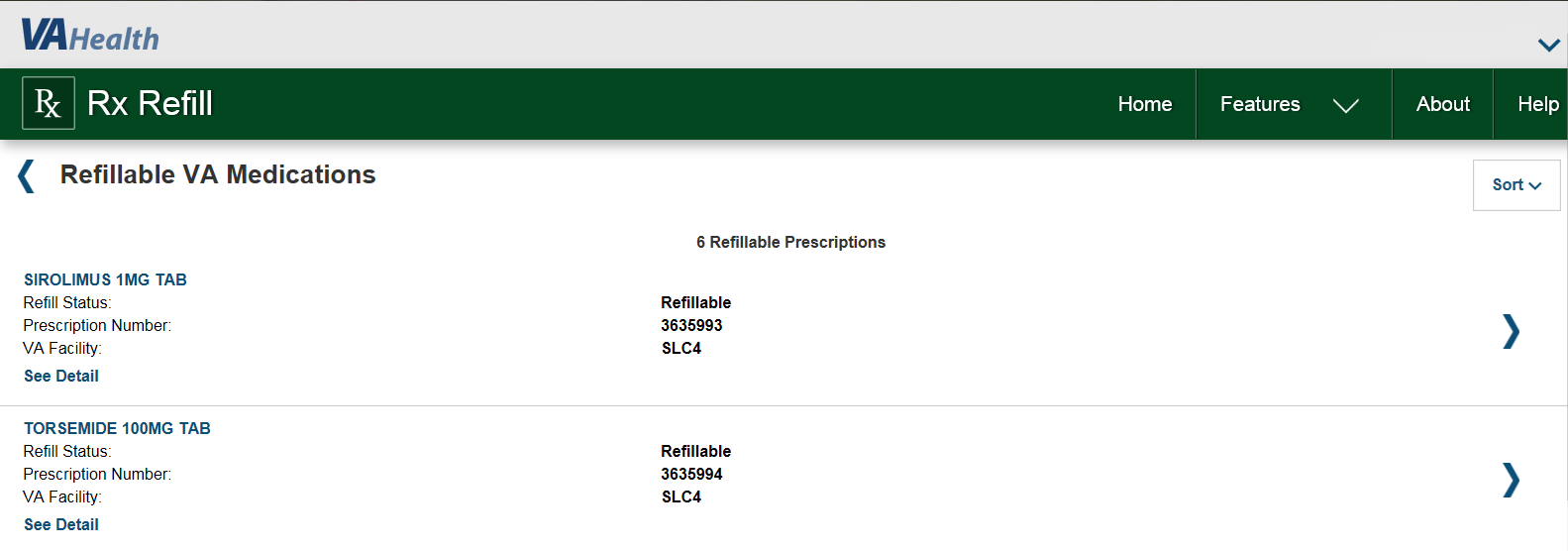
### 6.1.1 Viewing Refillable Prescriptions

When initially entering the Refillable VA Medications screen, the Important Information dialog box displays.



1. After reading the information, tap **OK** to proceed.

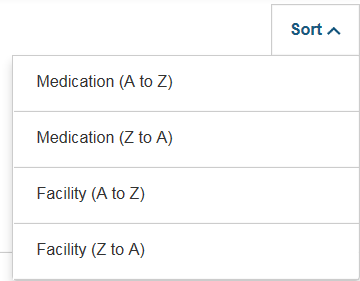
The Refillable VA Medications page displays.



### 6.1.2 Sorting Medications

Using the Sort option, you can sort and view medications alphabetically in ascending or descending order.

1. Tap on the down arrow next to sort to have this option display.

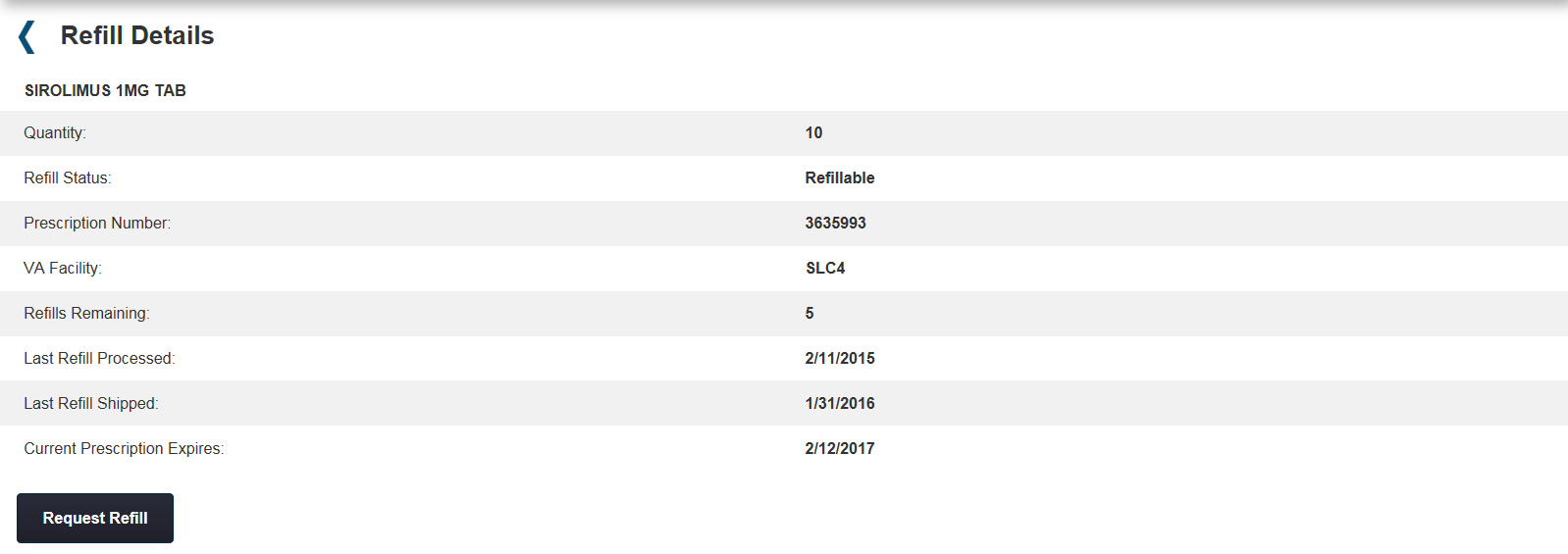


### 6.1.3 Medication Details/Ordering a Prescription Refill

The detailed information of the medication can be viewed. The information provided is:

* Quantity
* Refill Status
* Prescription Number
* VA Facility
* Refills Remaining
* Last Refill Processed
* Last Refill Shipped
* Current Prescription Expires

It is from this view that an order for a prescription refill if performed.



To request a refill, tap **Request Refill.**

To return to the Refillable VA Medications screen, tap the back arrow next to Refill Details in the upper left-hand corner of the screen.

Note: if the prescription cannot be refilled, an error message will display with information on why the refill was disallowed, and how to seek assistance.

## 6.2 Track Delivery

The RxR Track Delivery screen displays all prescriptions that have tracking information. Tracking details are available for each displayed medication.

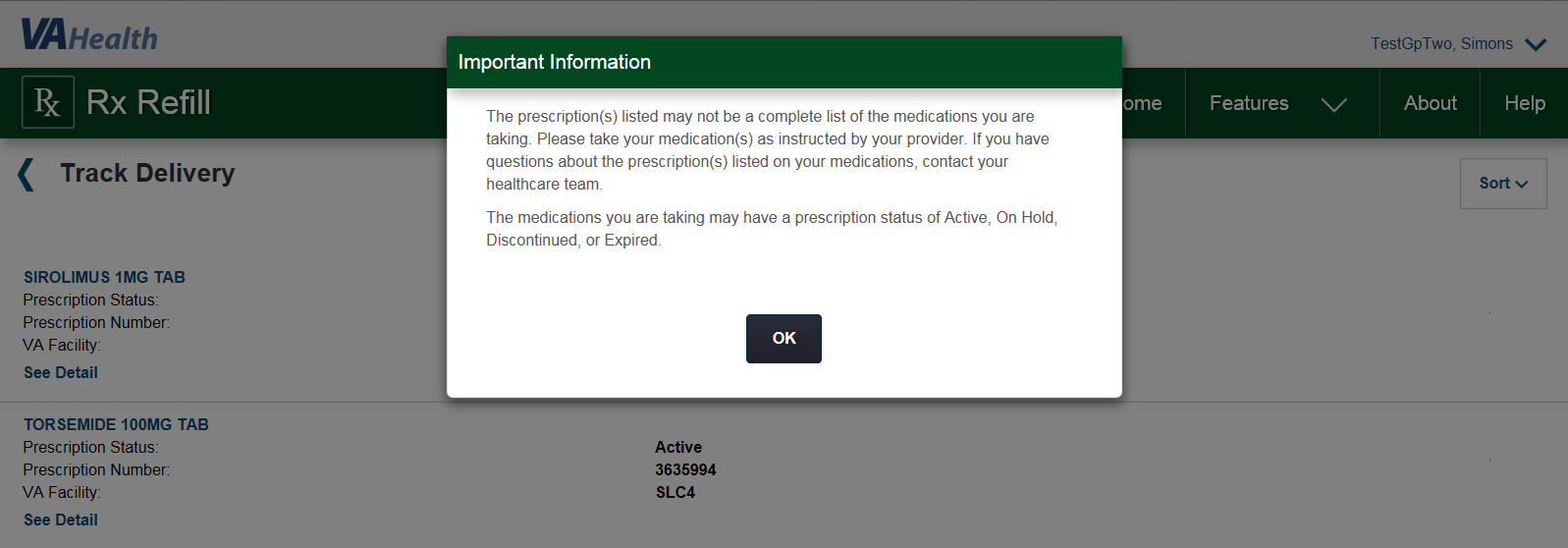
Functionality of Track Delivery feature includes:

* Prescription Name
* Prescription Status
* Prescription Number
* VA Facility
* See Details

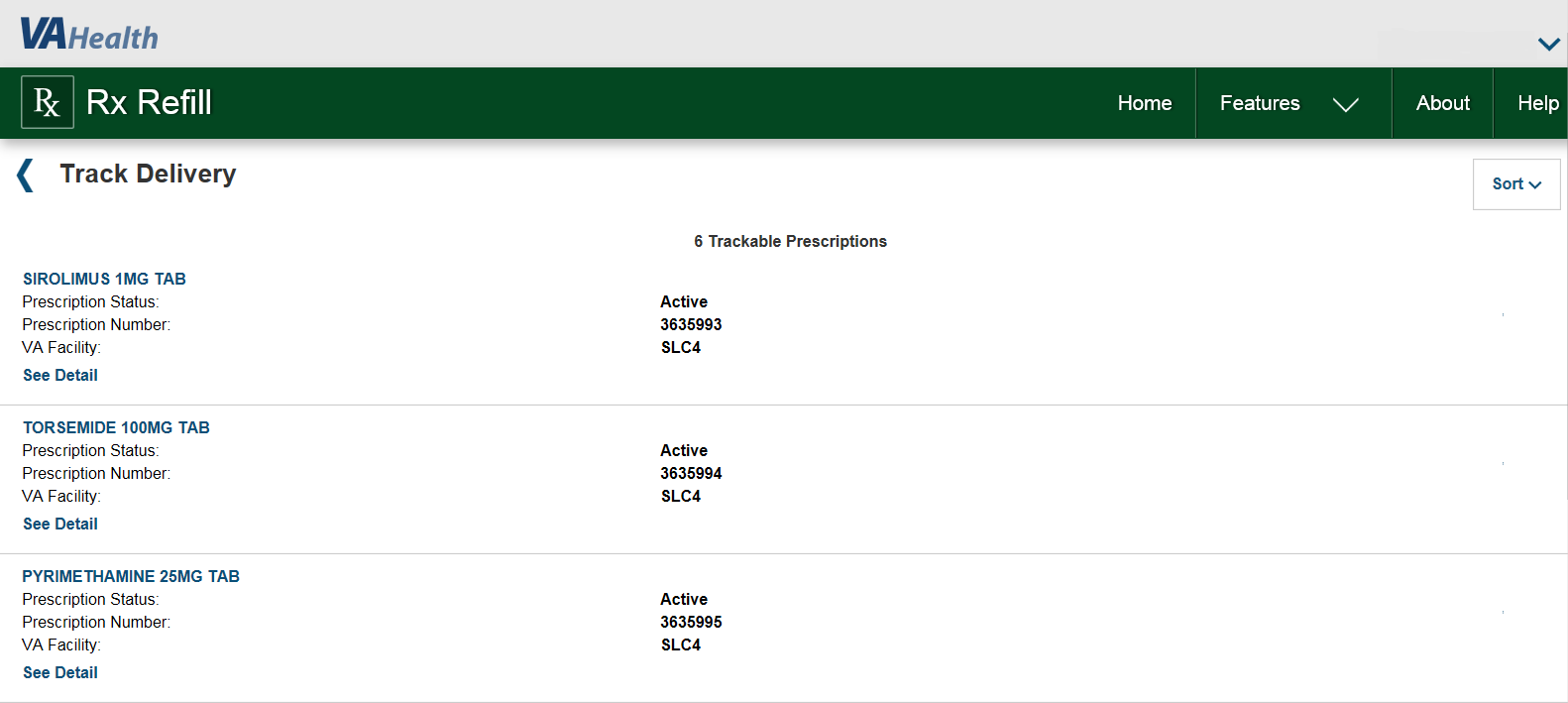
Under See Details, the Track Delivery Details screen includes:

* Prescription Information
  + Prescription Name
  + A link to View the Image
  + Prescription Number
  + VA Facility
  + Rx Information Phone Number
* Tracking Information
  + Date Shipped
  + Delivery Service
  + Tracking Number
  + Other Prescriptions in Package
* Past Shipments
  + Date Shipped
  + Delivery Service
  + Tracking Number

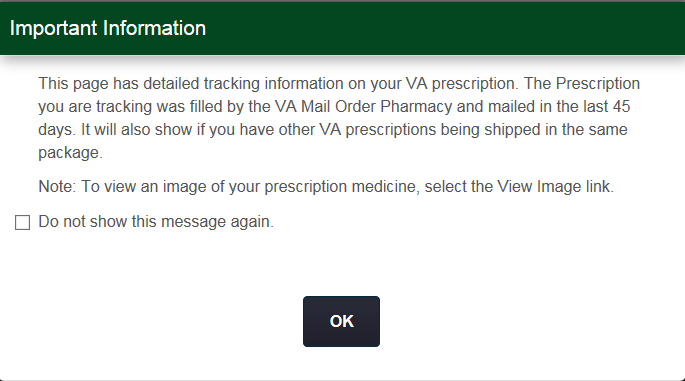
When first entering the Track Delivery screen, the following dialog box appears:



To continue tracking a prescription, tap **OK**. The Track Delivery Details screen appears.



1. Tap the desired medication. The Important Information dialog displays.



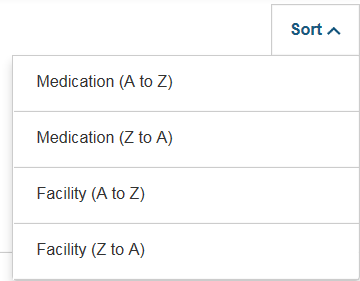
1. Tap **OK** the close the Important Information dialog box. You can also check the Do not show this message again box so that the Important Information dialog box does not continue to appear when tracking other prescriptions.

Tracking details for the selected medication will display.

### 6.2.1 Sort Options

Using the Sort option, you can sort and view medications alphabetically in ascending or descending order.

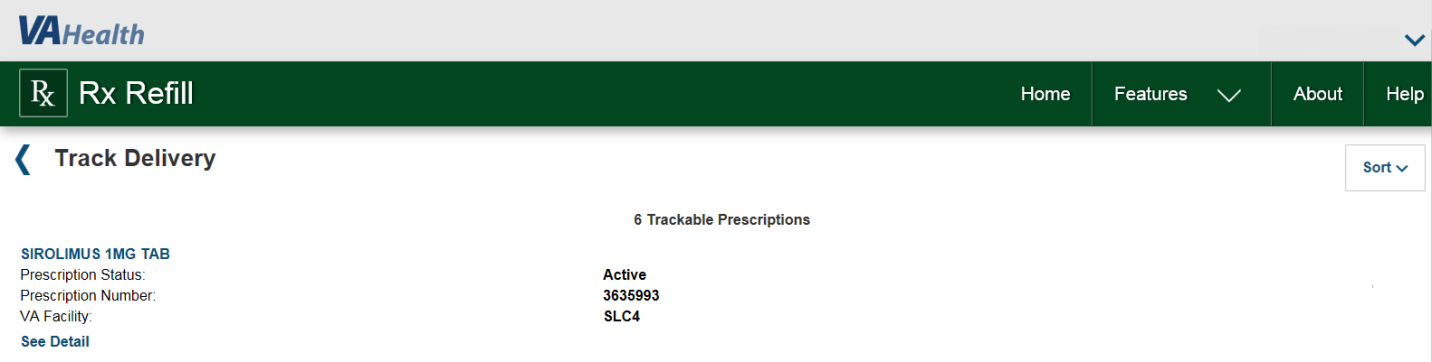
1. Tap on the down arrow next to sort to have this option display.



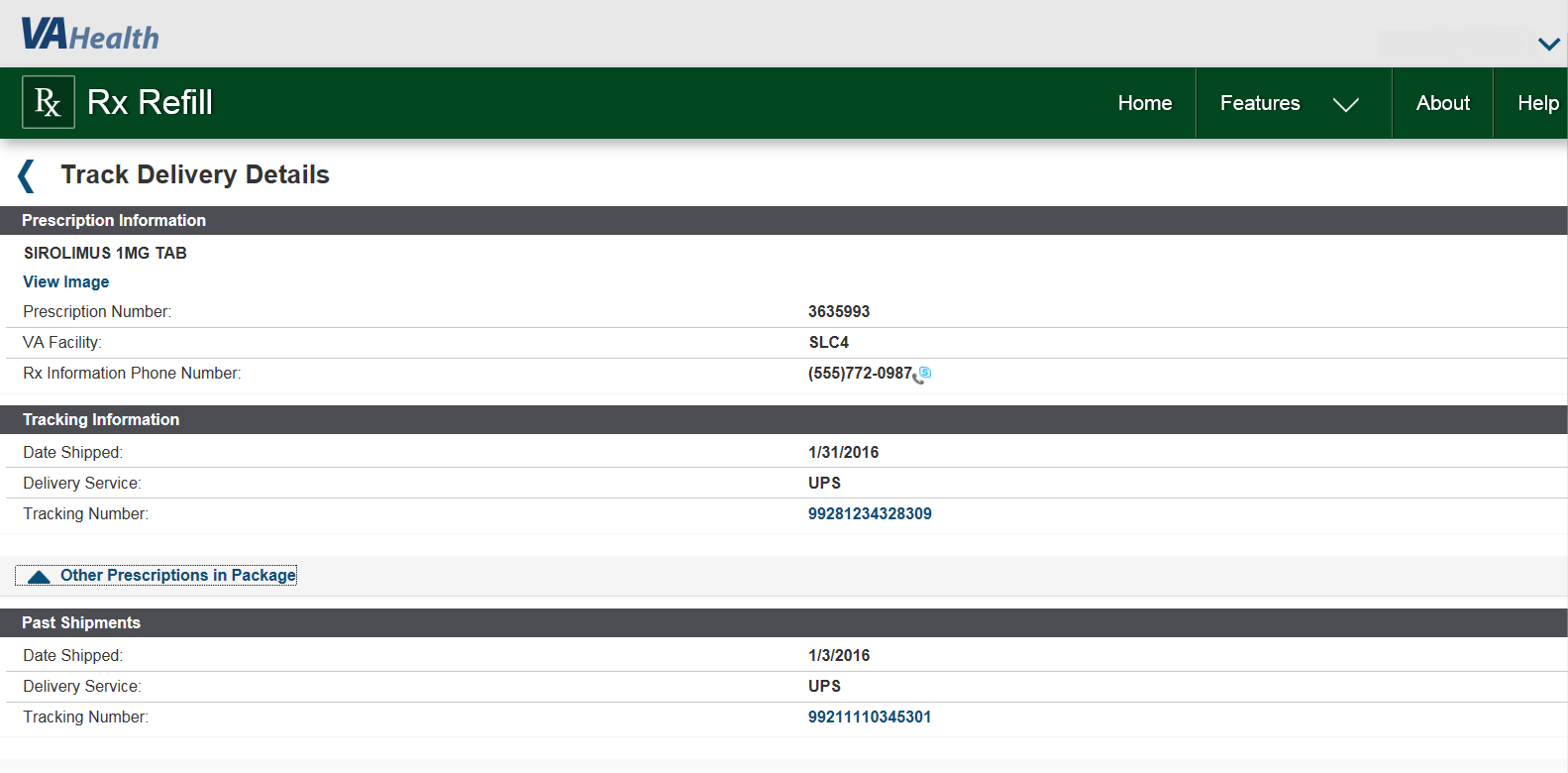
### 6.2.2 Tracking Deliveries

To track delivered medications, perform the following:

1. In the Track Delivery screen, tap on **See Detail**.



The Track Delivery Details screen opens.

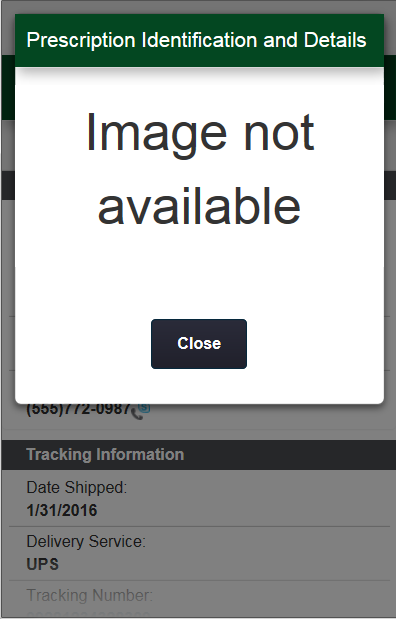


1. You have the option of viewing an image of the medication if one exists. To do so, tap View Image.

The following is an example of an image that does exist for the particular medication:



If an image does not exist for a medication, the following message is displayed:



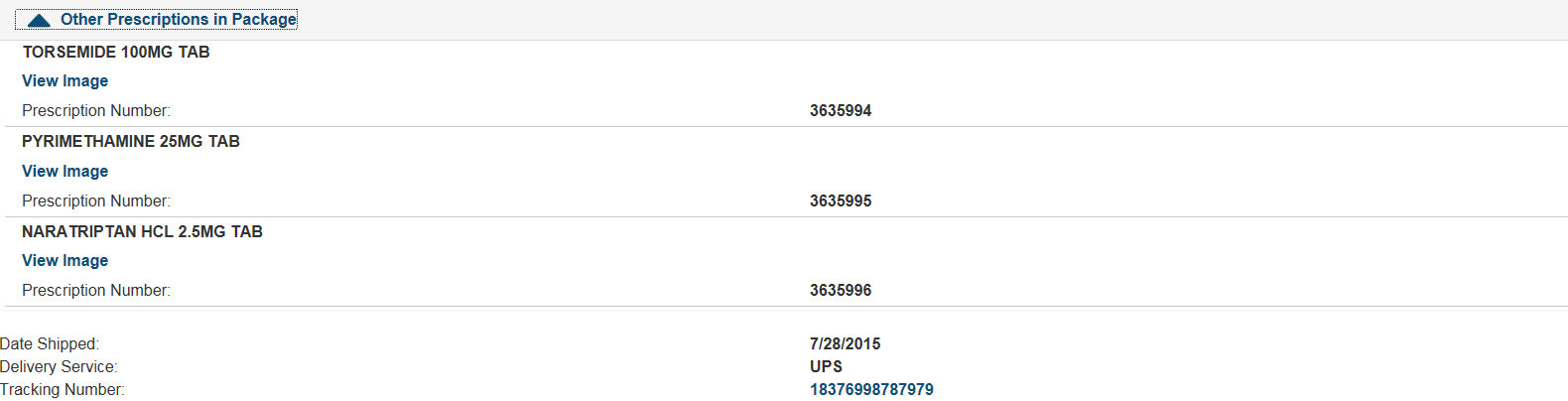
1. Tap **Close** to return to the tracking information.

### 6.2.3 Other Prescriptions in Package

From the Track Delivery Details screen, you can view any other prescriptions that are included in the delivery package.

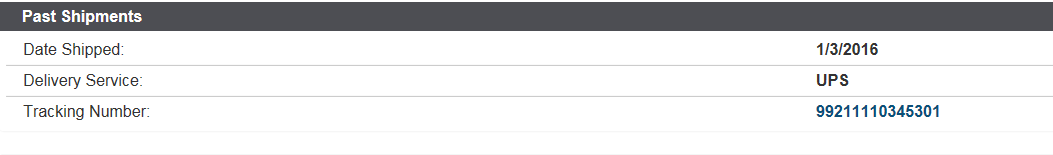
1. To view these, from the Tracking Information area, press Other Prescriptions in Package

If any other prescriptions exist, a list will expand showing the prescription name, form, dosage, and prescription number.



### 6.2.4 Past Shipments

From the Track Delivery Details screen, you can view any past shipments. You can view the date shipped, the delivery service, and the tracking number.



## 6.3 Prescription History

The Prescription History page shows prescription history for the logged-in user. This page is for prescription information only.

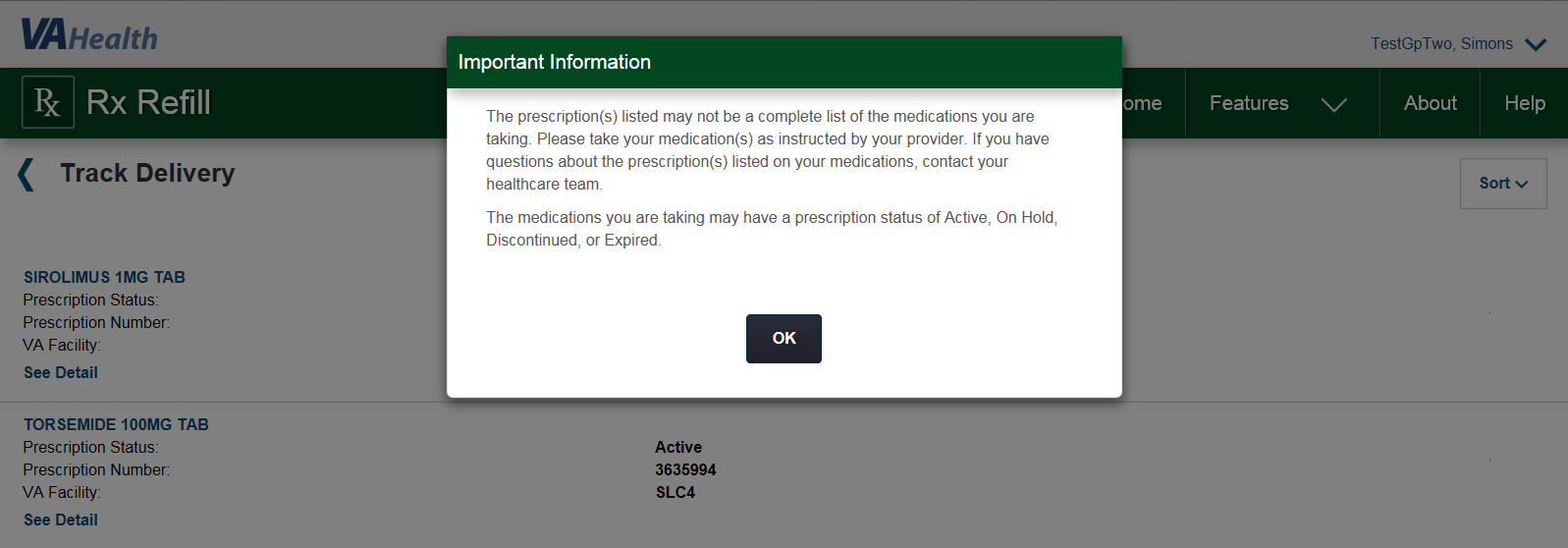
Functionality of Prescription History includes:

* Prescription Name
* Refill or Prescription Status (refer to My HealtheVet Prescription Information for detailed explanation of status types)
* Prescription Number
* VA Facility

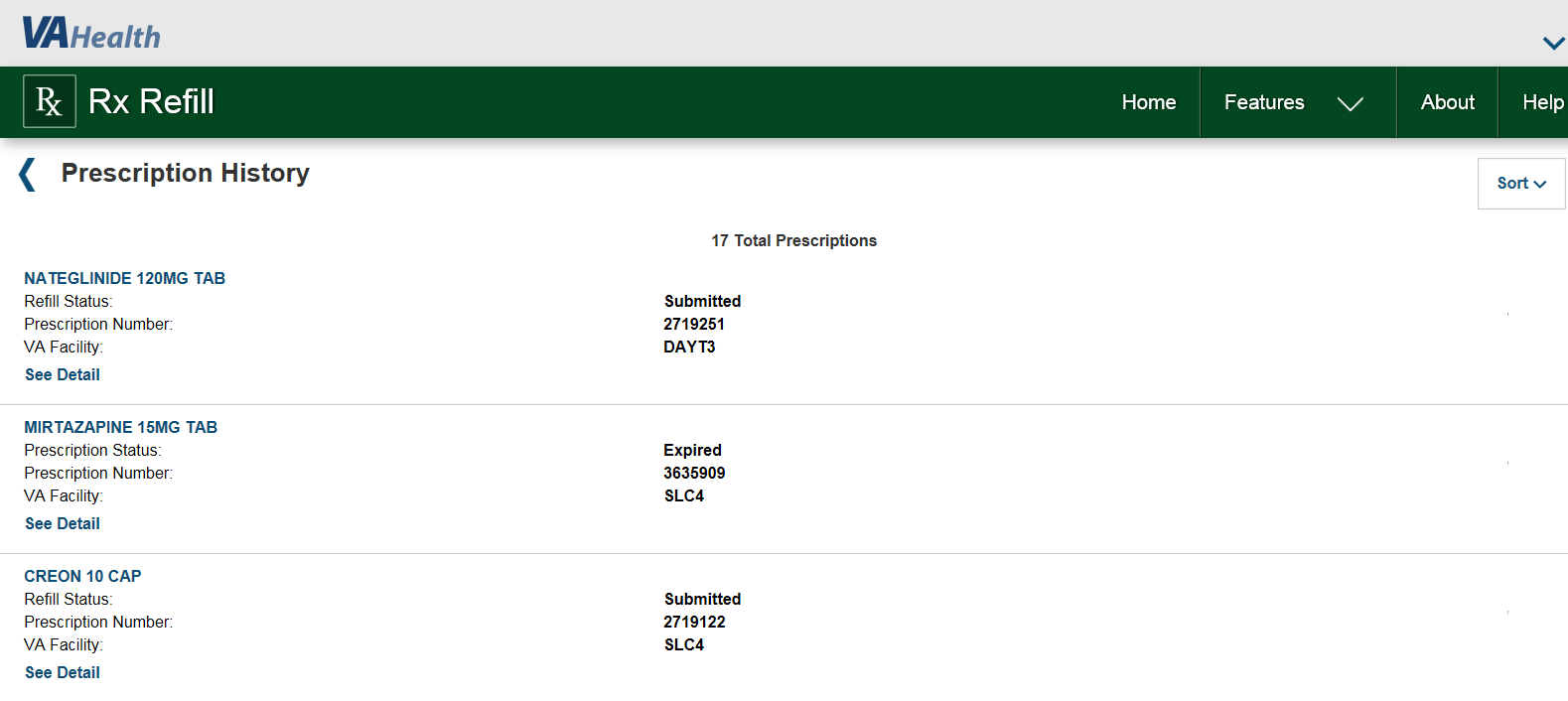
Under See Details, the Prescription History Details page includes:

* Prescription Name
* Quantity
* Prescription Status
* Prescription Number
* VA Facility
* Refills Remaining
* Last Refill Processed
* Last Refill Shipped
* Current Prescription Expires

When first entering the Prescription History screen, the following dialog box appears:



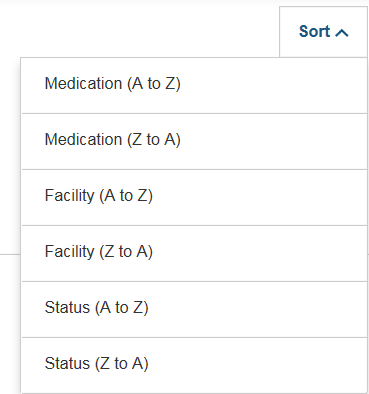
To continue viewing your prescription history, tap **OK**. The Prescription History screen appears.



### 6.3.1 Sorting Prescription History

Using the Sort option, you can sort and view medications alphabetically in ascending or descending order.

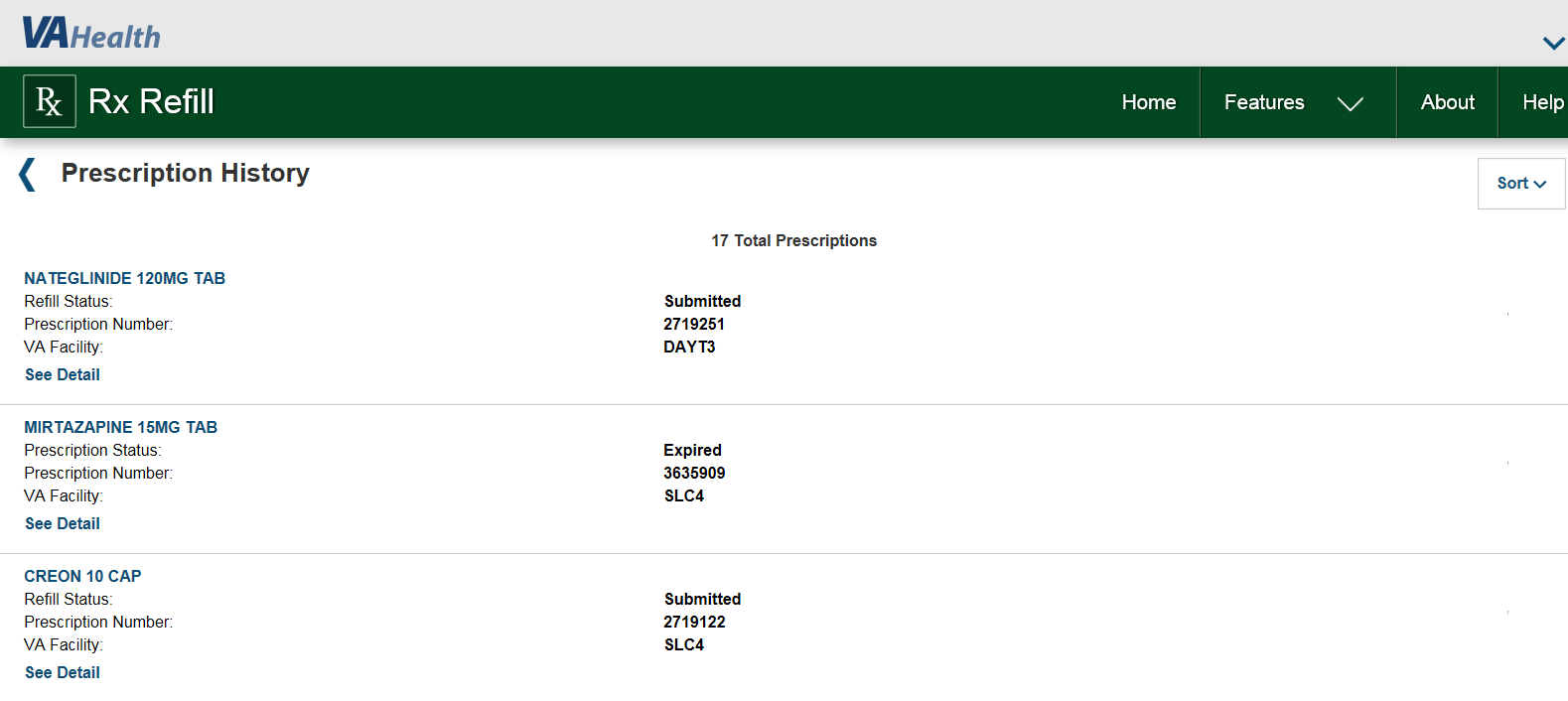
1. Tap on the down arrow next to sort to have this option display.



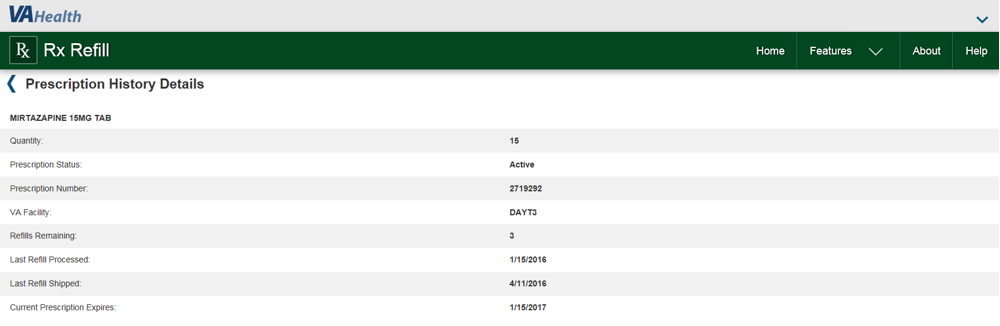
### 6.3.2 Prescription History Details

To view prescription history, perform the following:

1. In the Prescription History screen, tap on **See Detail** under a particular prescription.



A detailed history for the selected medication displays.



Tap on the back arrow next to Prescription History Details to go back to the previous screen.

## 6.4 Medication Lists on My Health*e*Vet

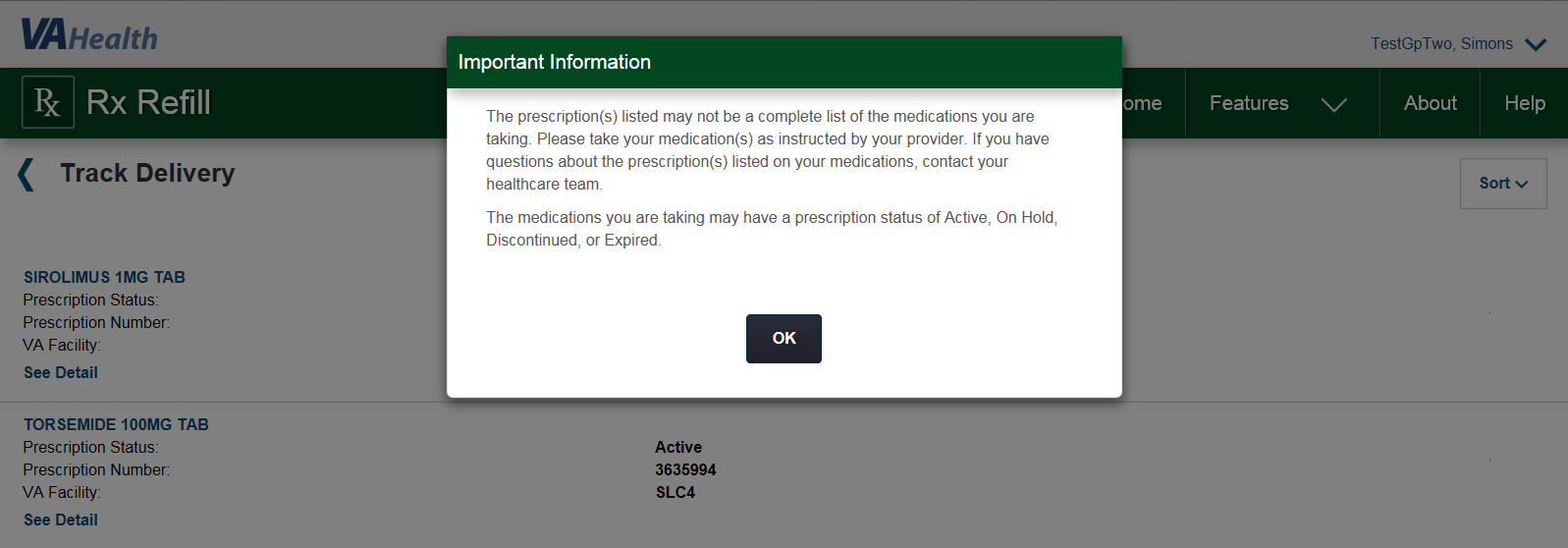
The Medication Lists on My Health***e***Vet page provides links to My Health***e***Vet:

* My Complete Medication List
* Blue Button download
* Health Summary (VA Continuity of Care Document (CCD))

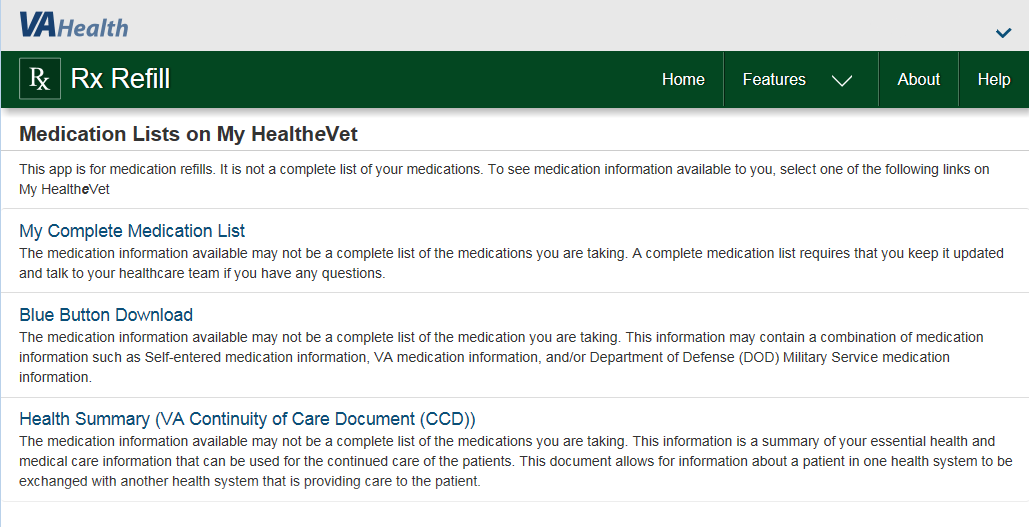
**Note**: Refill Prescription Information at: https:// DNS

My Complete Medication List allows a Veteran to view all of their medications. The Blue Button Download allows a Veteran to access all of their Blue Button data. The Health Summary (VA Continuity of Care Document (CCD)) link gives a veteran access to their Continuity of Care Document (CCD) information.

When first entering the Medication Lists on My HealtheVet screen, the following dialog box appears:



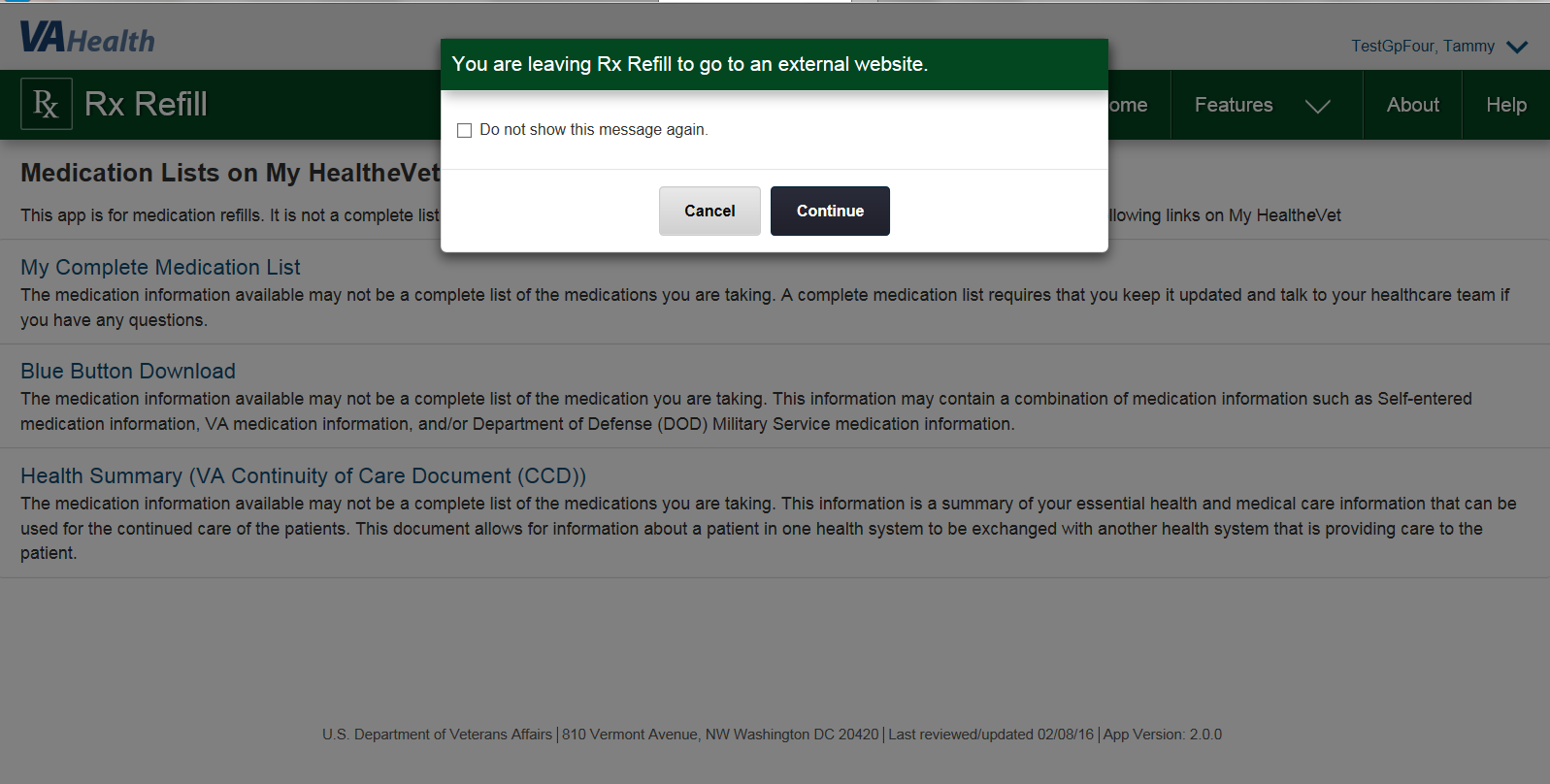
To continue viewing your prescription history, tap **OK**. The Medication Lists on My HealtheVet screen appears.



### 6.4.1 Using My Health*e*Vet Links

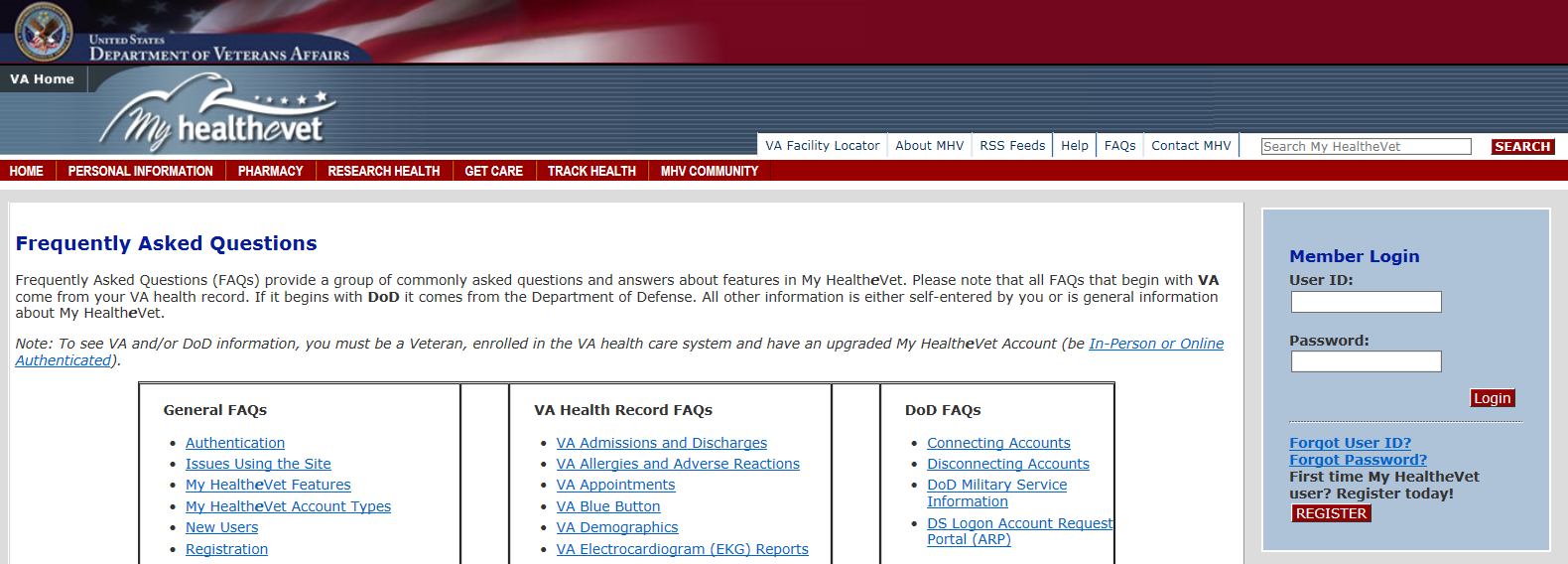
On the Medication Lists on My Health***e***Vet page, links are provided to important pages on the MHV website.

1. Tap the desired link.
2. The **External Website Notice** dialog box displays.



1. Tap the **Continue** button to proceed or **Cancel** to remain in the Rx Refill app. To prevent the message from displaying again, select the **Do not show this message again** checkbox.

Information for all three, My Complete Medication List, Blue Button download, and Health Summary (VA Continuity of Care Document (CCD)) is accessed from the external MHV website.



# Troubleshooting

## 7.1 Special Instructions for Error Correction

Rx Refill will display corrective steps if an error occurs. Furthermore, the Help Desk is available weekdays from 7 a.m. to 7 p.m. (CT). For help with this application contact the VA Mobile App Help Desk toll free at 1-877-470-5947. For DS Logon (Department of Defense Self-Service Logon) related questions contact the Benefits help line toll free at 1-800-983-0937.

## 7.2 Caveats and Exceptions

Some of the external web sites available through Rx Refill require registration, enrollment, or enhanced account status in order to fully utilize a service. Advice and instructions should be available at the particular external web site.