

MHV Statistical Overview



May 2022

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

My HealtheVet User Choices

May 2022

1.45M Unique MHV Registrants Logged into MyHealtheVet

Unique MHV Registrant Login Activity

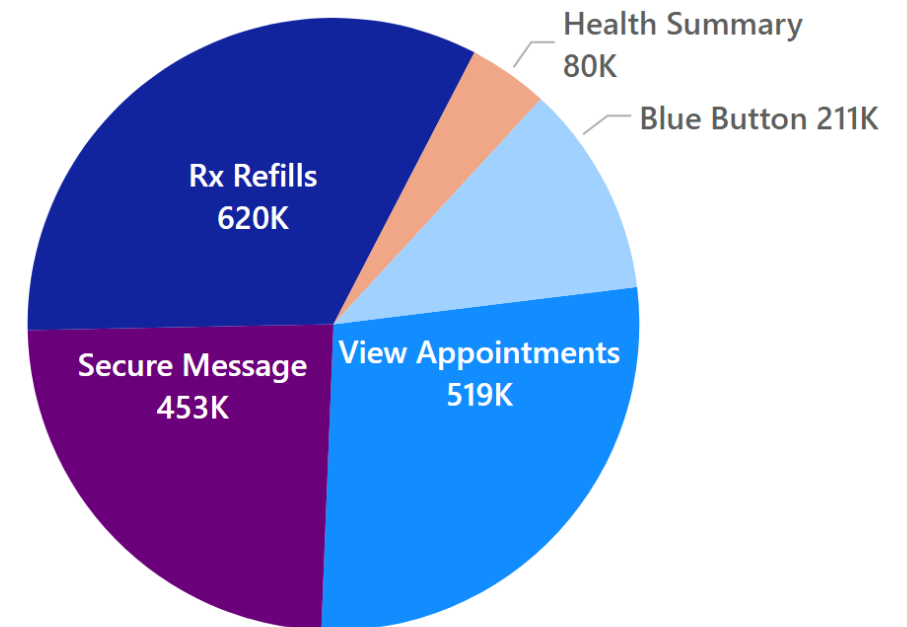
43% Requested Rx Refills

36% Viewed their Appointments

31% VA Patients Sent Secure Message

15% MHV Registrants Used Blue Button

5% MHV Registrants Used Health Summary



VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

My HealtheVet Rx Refill

May 2022

Refill Requesters

43%

Uniques Requesting Refill

620K



2.5M

Rx Refill Requests

Prescription Delivery Tracker

61,367

Unique Patients

81,772

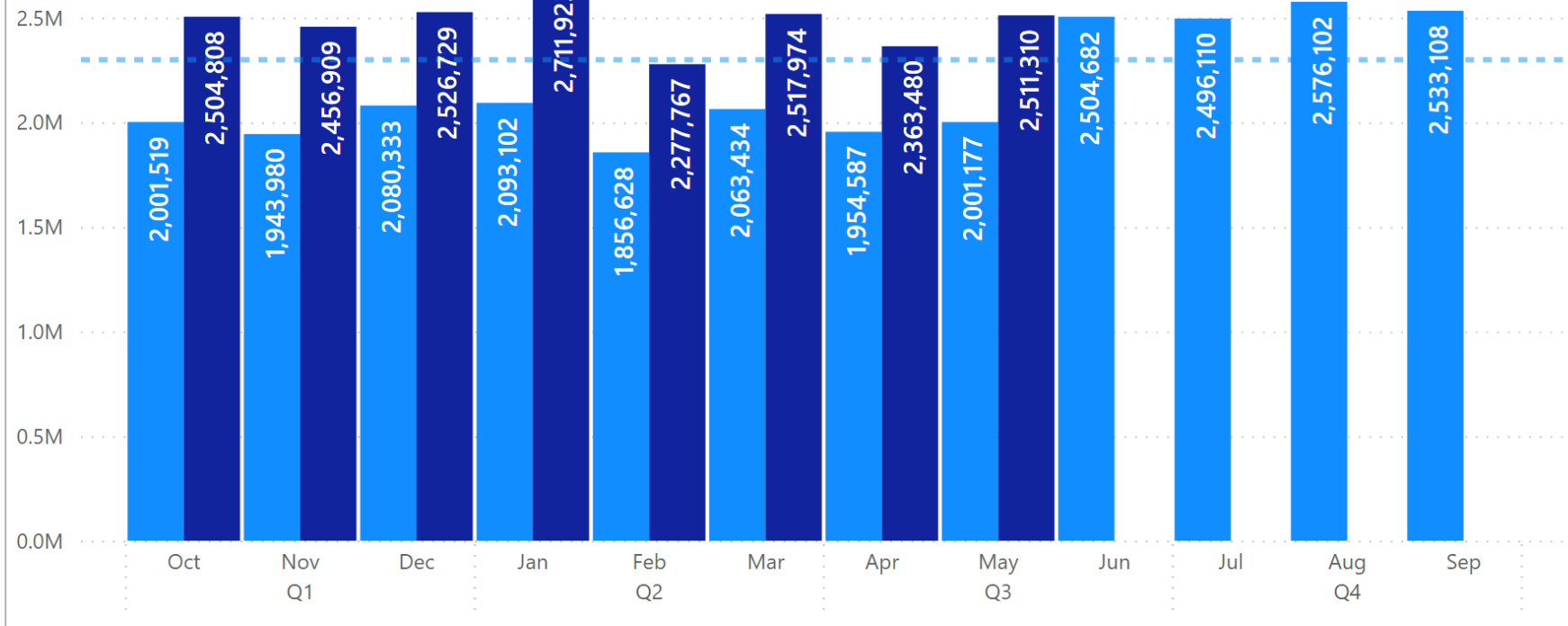
Prescriptions Tracked

My HealtheVet Successful Rx Refill Requests

● FY 2021 ● FY 2022

+25.49%

%Change Same Time Last Year*



*A notable increase in successful Rx refill requests began in June 2021 is attributed to a fix in Rx Request status.

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care


My HealtheVet Appointments

May 2022

Appointment Viewers

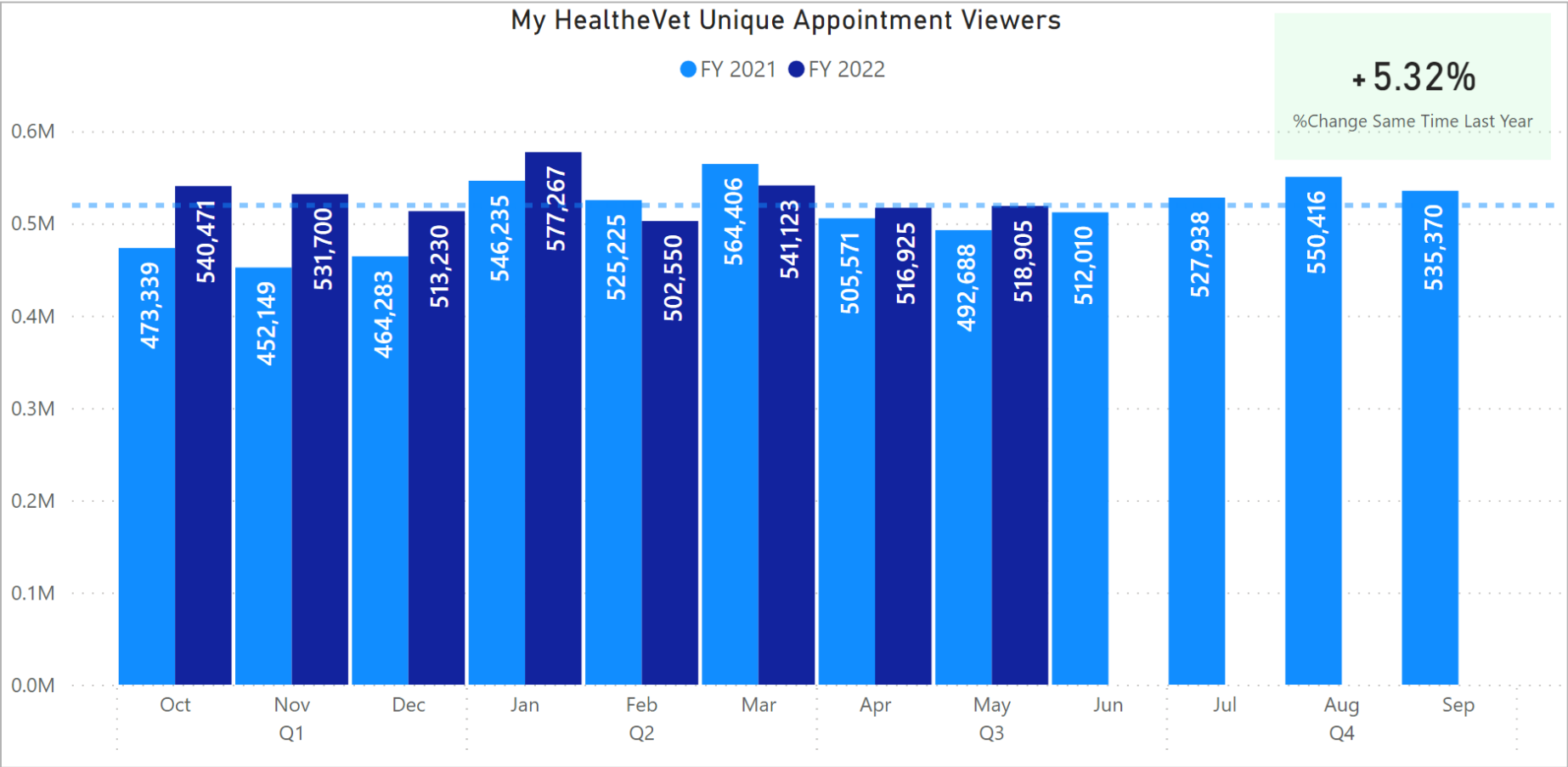
36%

Unique Patients Viewing Appointments

519K

Appointment Email Reminders

3.5M



My HealthVet Secure Messaging

May 2022

VA Patients Sent
Secure Message

31%

VA Patients Sent Secure
Message



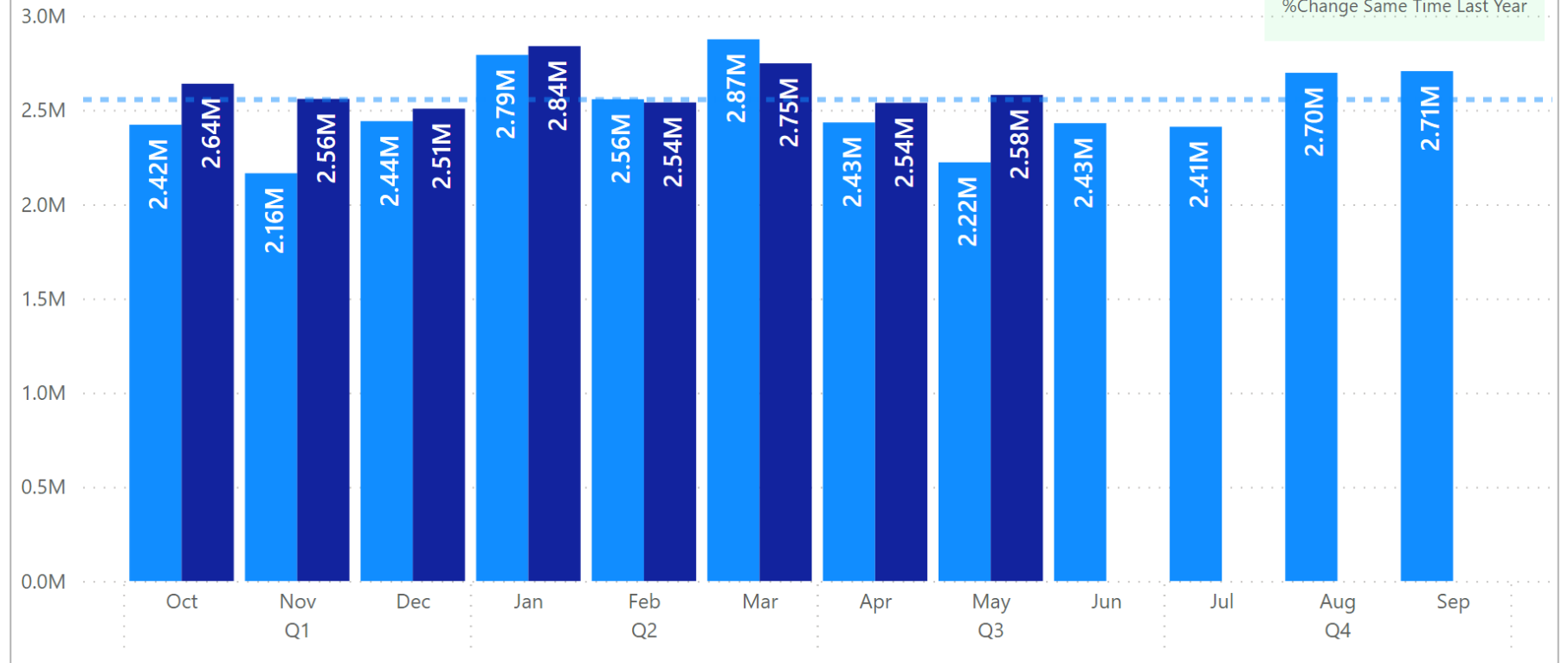
453K

Secure Messages Exchanged
between Patients and their
Healthcare Teams

2.6M

Messages Initiated by VA Patients and their Healthcare Team

● FY 2021 ● FY 2022



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

My HealtheVet Health Records

May 2022

MHV Registrants
Used Blue Button

15%

Unique Blue
Button Users

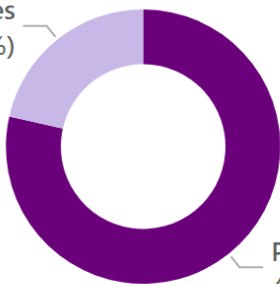
211K

Blue Button Views (Online)

350K

Blue Button Files Downloaded

TXT Files
124K (21.47%)

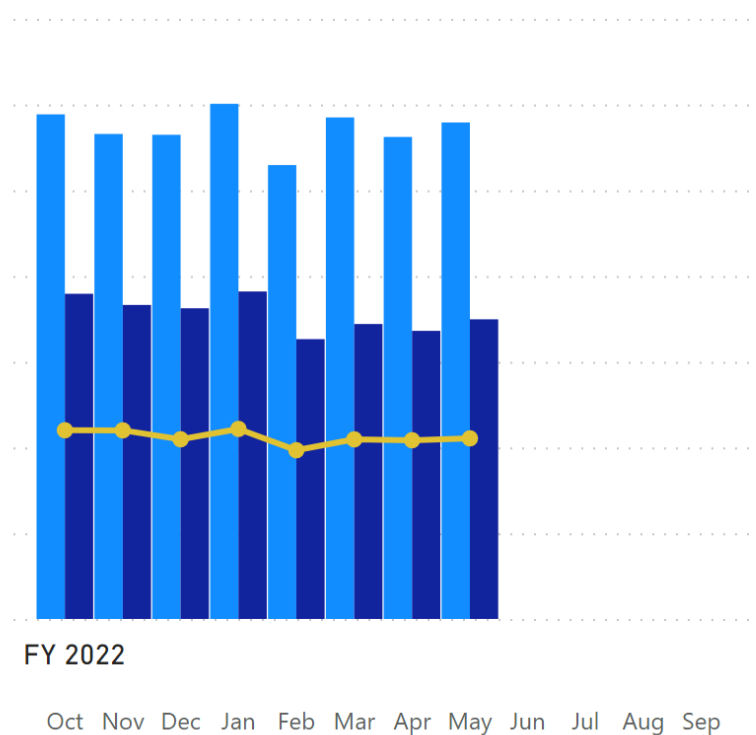
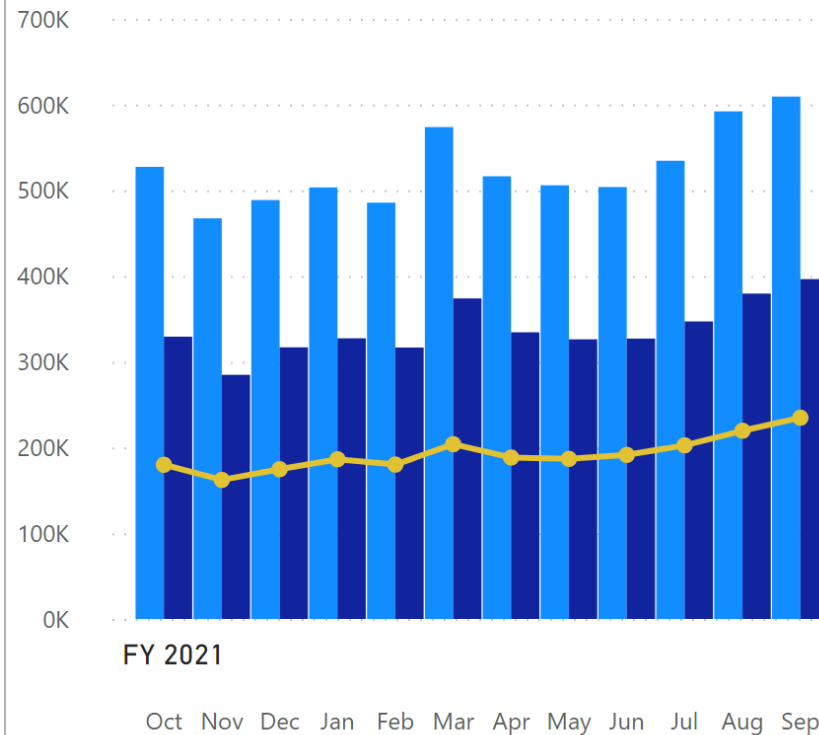


PDF Files
455K (78.53%)

Total Files
579K

Blue Button Activity

Files Downloaded Online Views Unique Blue Button Requestors



VA

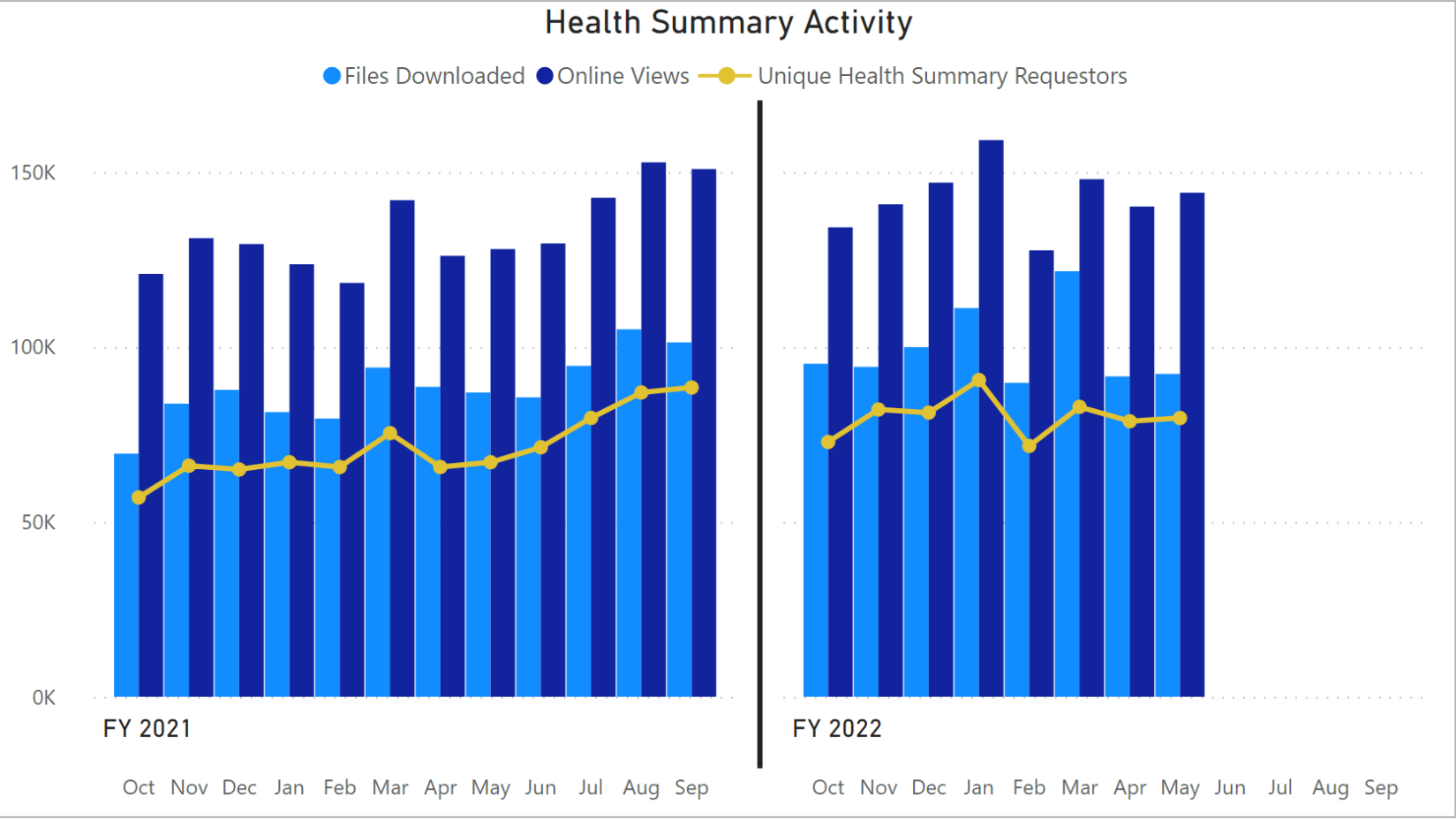
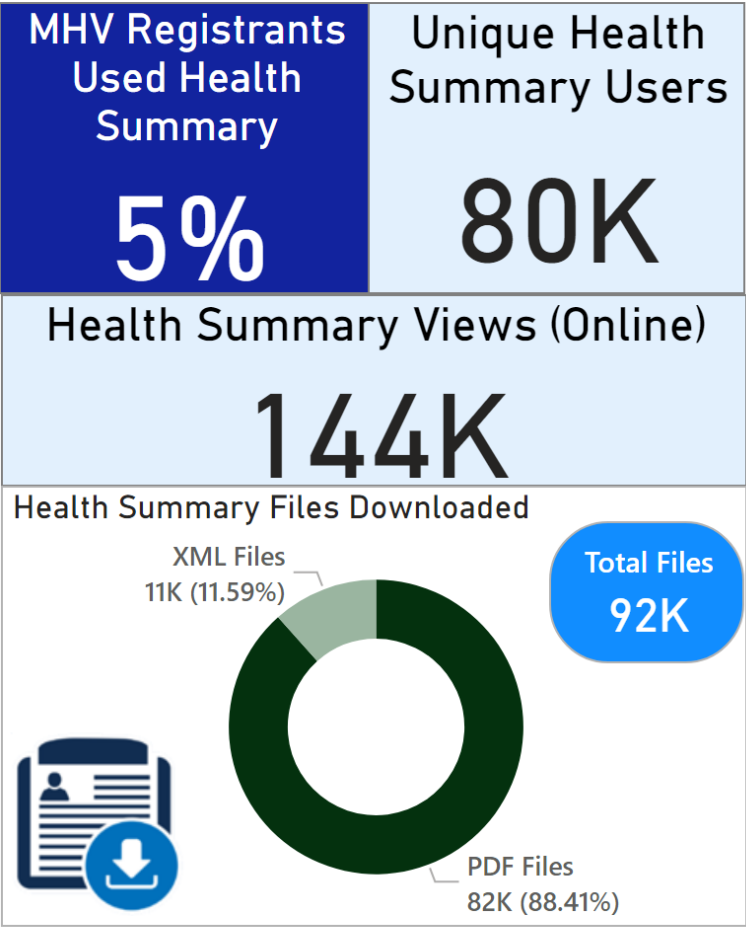


U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

My HealtheVet Health Records

May 2022



My HealtheVet Google Analytics

May 2022

Users Logged
Logged into Site

1.45M

Sessions

7.43M

Pageviews

58M

Average Pages
Viewed per Session

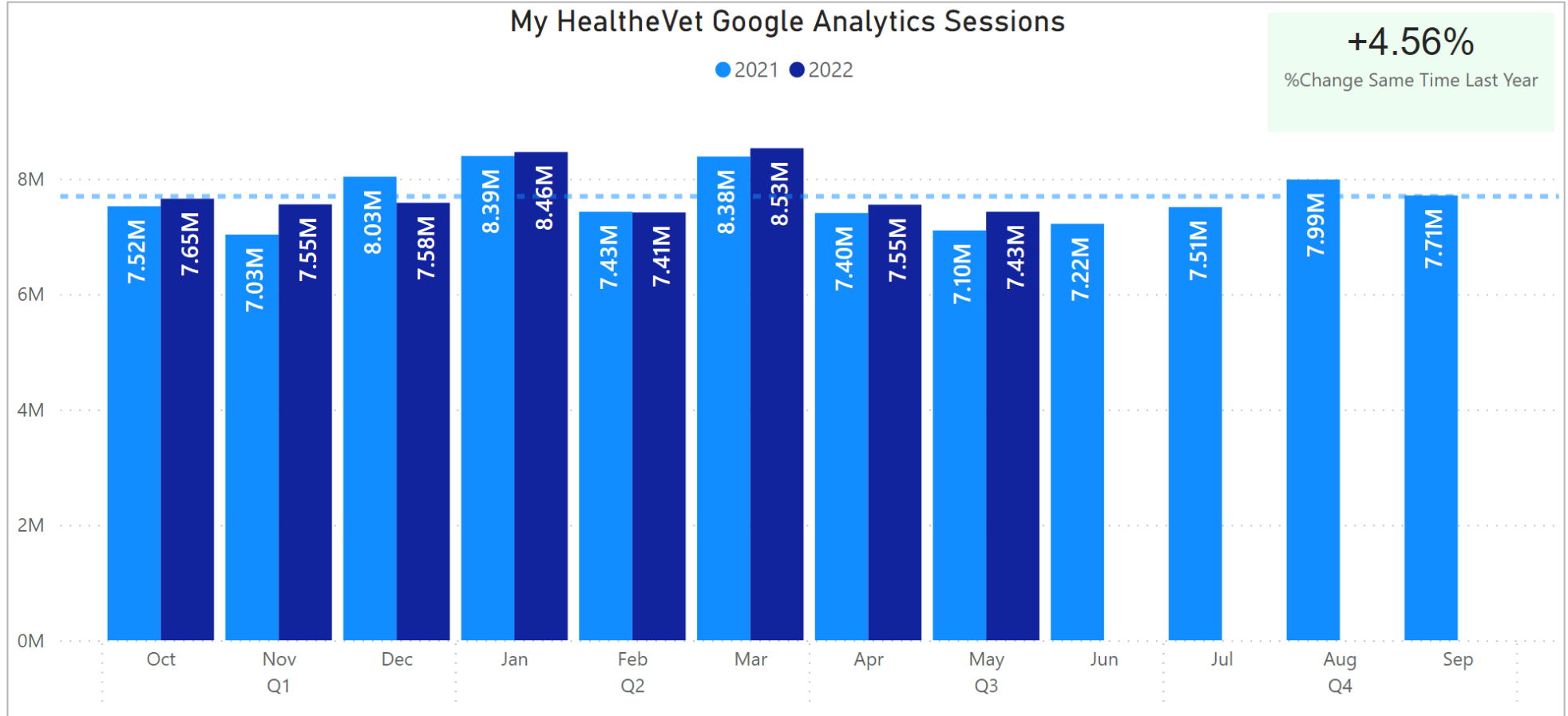
7.81

My HealtheVet Google Analytics Sessions

● 2021 ● 2022

+4.56%

%Change Same Time Last Year



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

My HealthVet Statistical Overview (Cumulative Totals)

May 2022

Registered MHV Accounts



6.27M

Since 11/2004

Premium Users



3.60M

Since 1/2007

Active VA Patients



58%

Registered for MHV

Rx Refill Requests



217M

Since 9/2005

Secure Messages Initiated



161M

Since 6/2008

Unique Blue Button Users



3.11M

Since 12/2010

Premium Users Agreed to Share
Personal Health Data



3,967

Since 5/2021



VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care