

MHV Statistical Overview



April 2022

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

My HealtheVet User Choices

April 2022

1.46M Unique MHV Registrants Logged into My HealtheVet

Unique MHV Registrant Login Activity

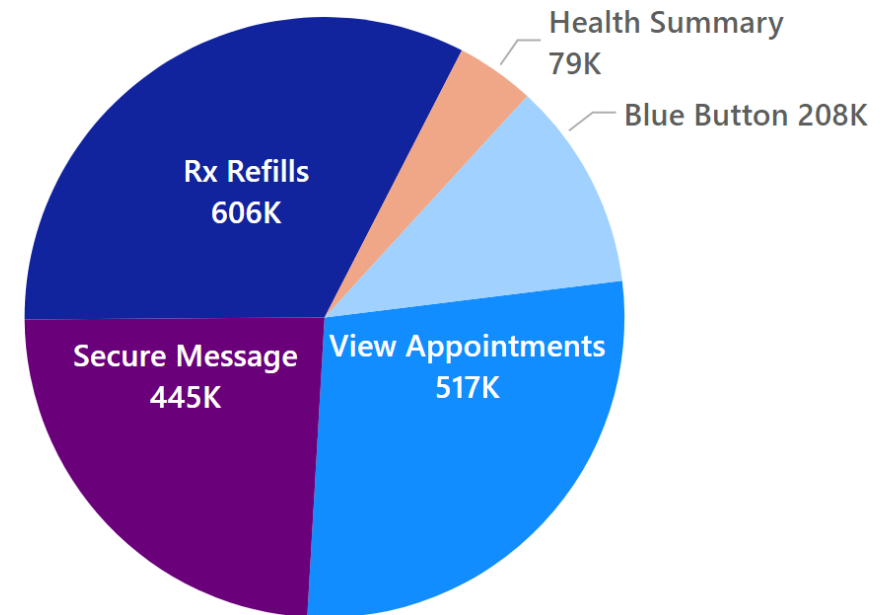
42% Requested Rx Refills

35% Viewed their Appointments

30% VA Patients Sent Secure Message

14% MHV Registrants Used Blue Button

5% MHV Registrants Used Health Summary




VA



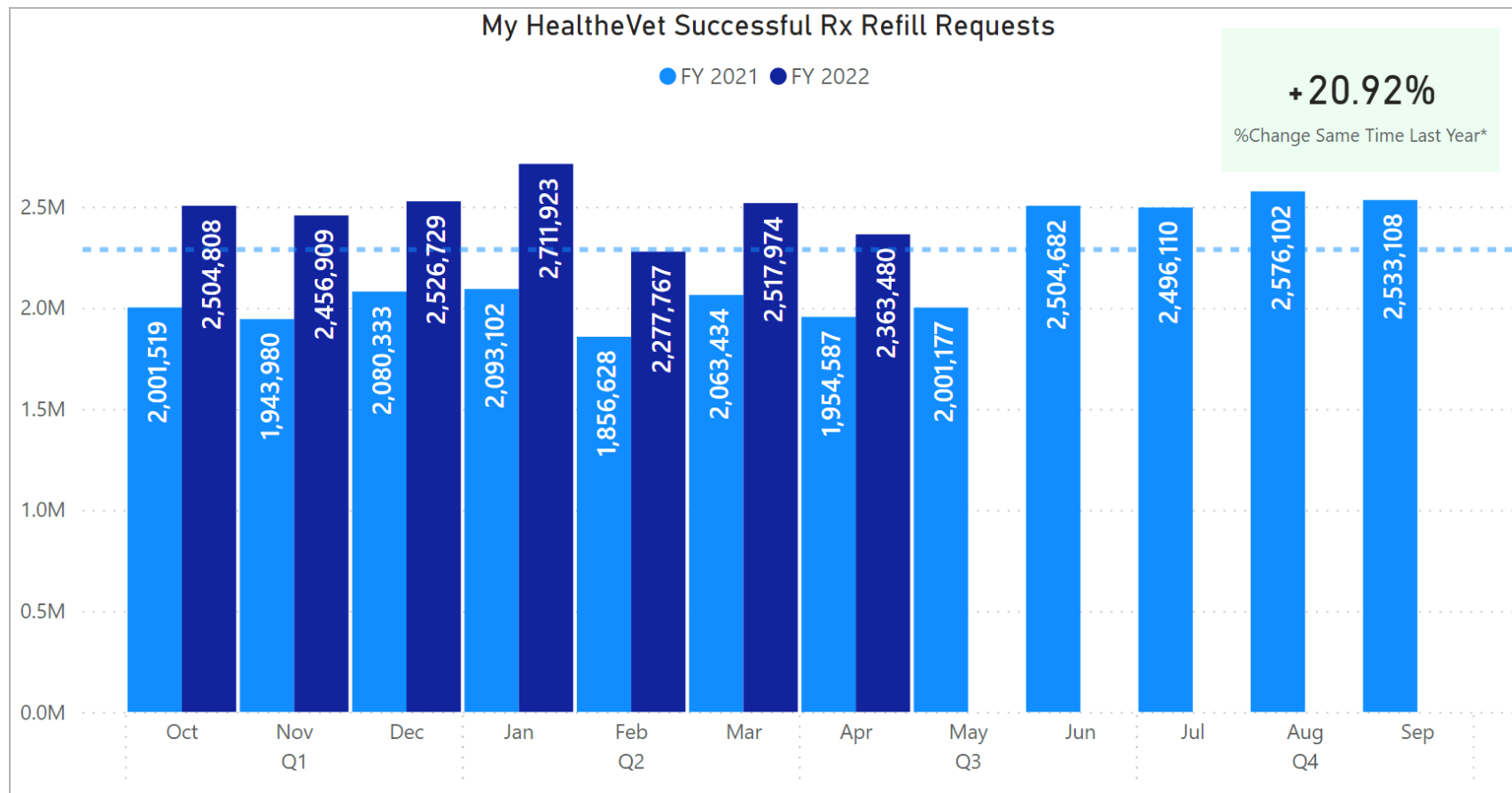
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My HealtheVet Rx Refill

April 2022

Refill Requesters	Uniques Requesting Refill
42%	606K
 2.4M Rx Refill Requests	

Prescription Delivery Tracker	
68,653	93,191
Unique Patients	Prescriptions Tracked



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



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My HealtheVet Appointments

April 2022

Appointment Viewers

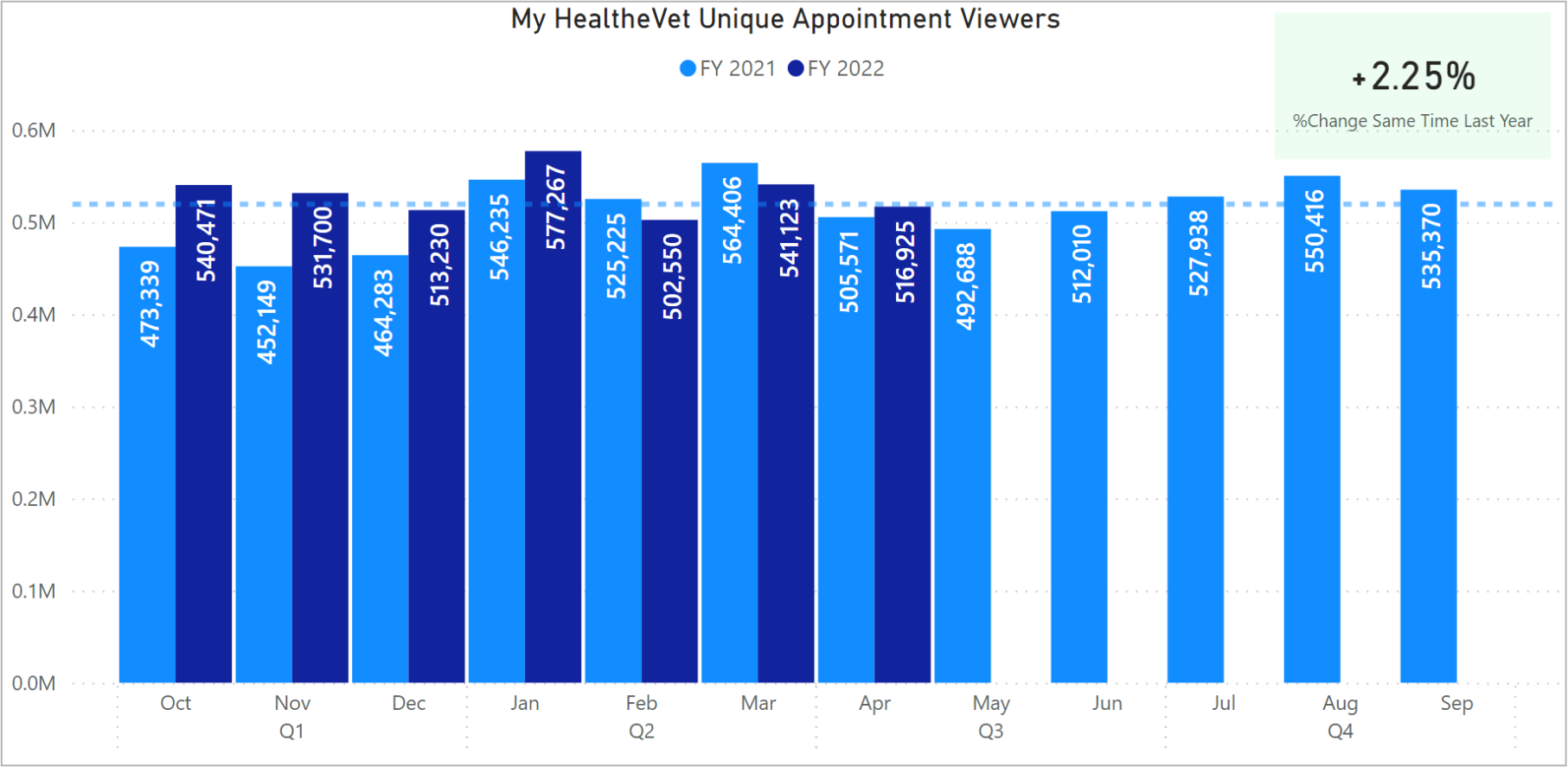
35%

Unique Patients Viewing Appointments

 517K

Appointment Email Reminders

3.1M



My HealthVet Secure Messaging

April 2022

VA Patients Sent
Secure Message

30%

VA Patients Sent Secure
Message



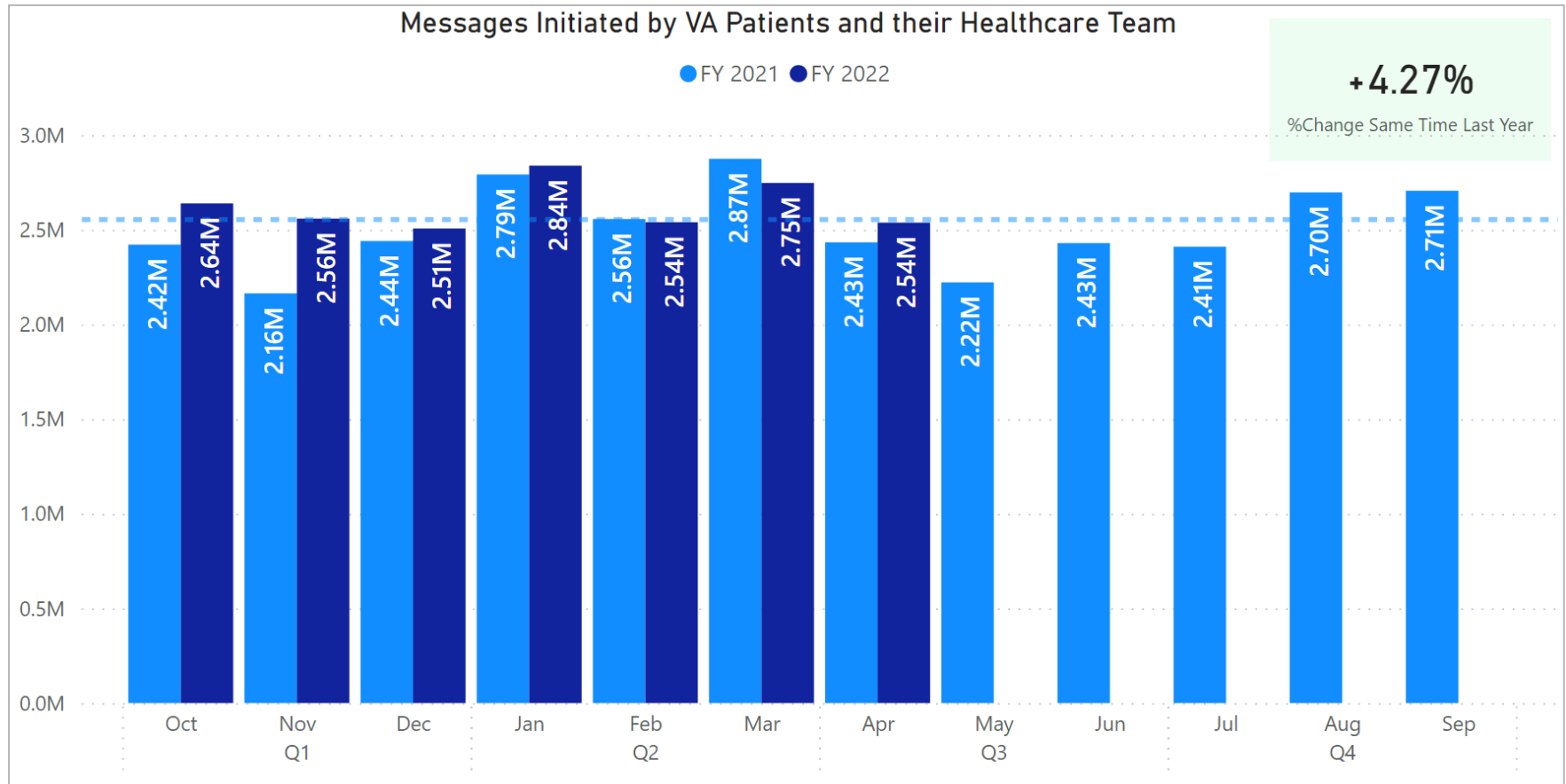
445K

Secure Messages Exchanged
between Patients and their
Healthcare Teams

2.5M

Messages Initiated by VA Patients and their Healthcare Team

● FY 2021 ● FY 2022



VA

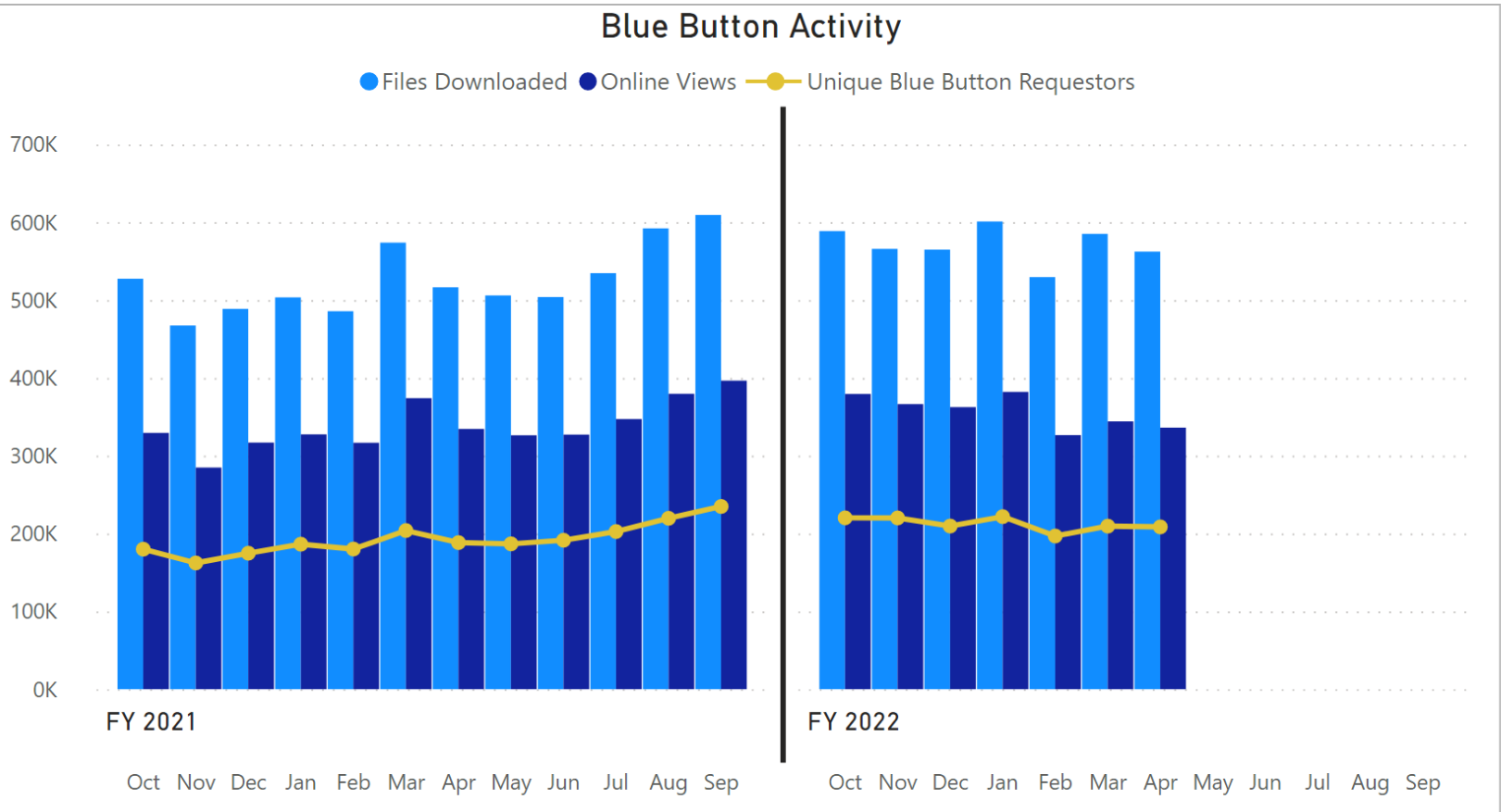
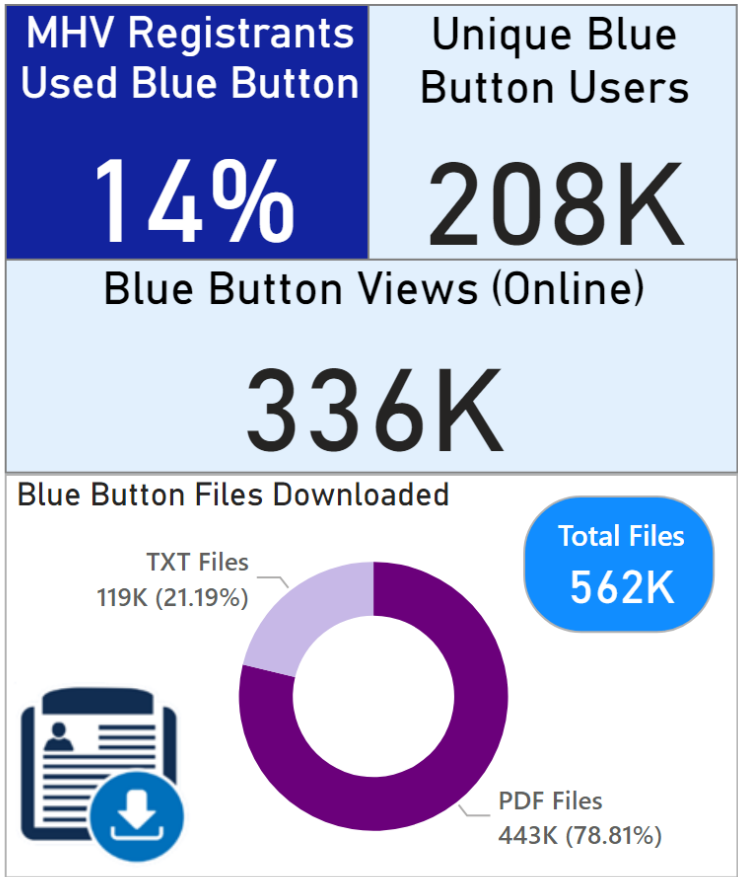


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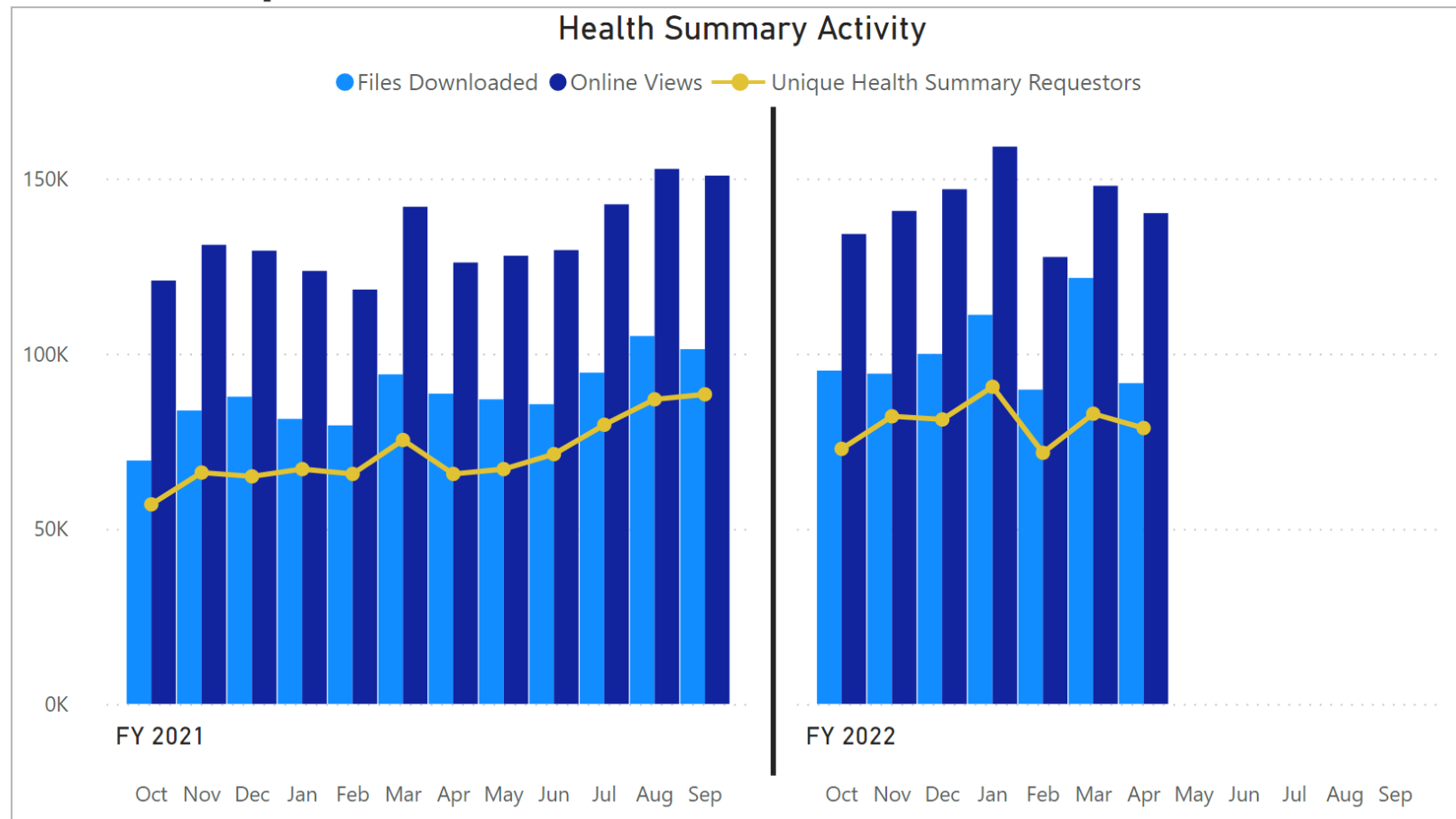
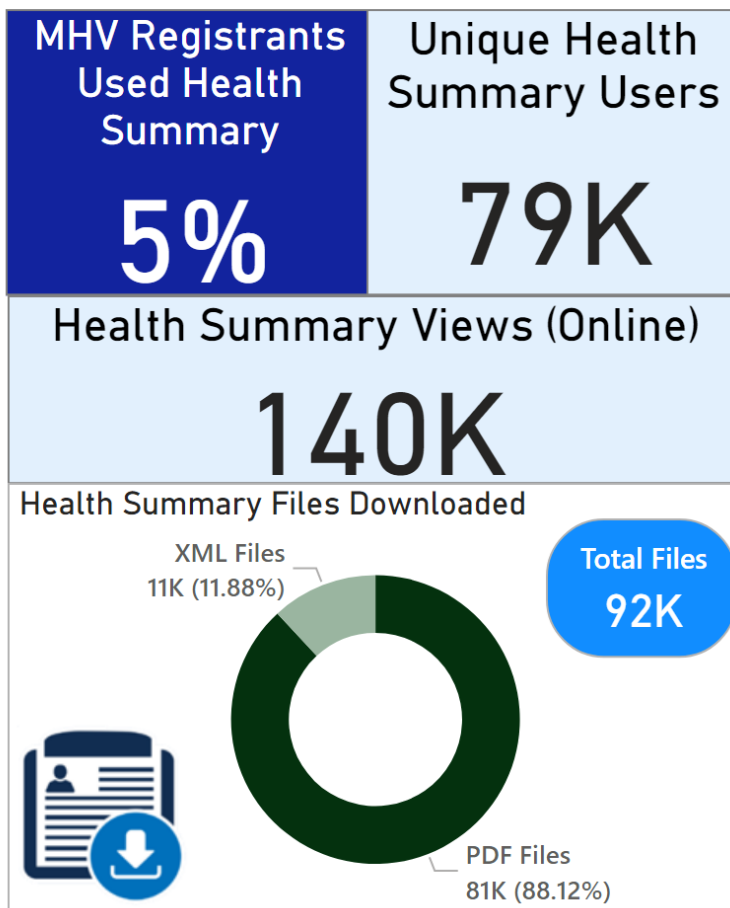
My HealtheVet Health Records

April 2022



My HealtheVet Health Records

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My HealtheVet Google Analytics

April 2022

Users Logged
Logged into Site

1.46M

Sessions

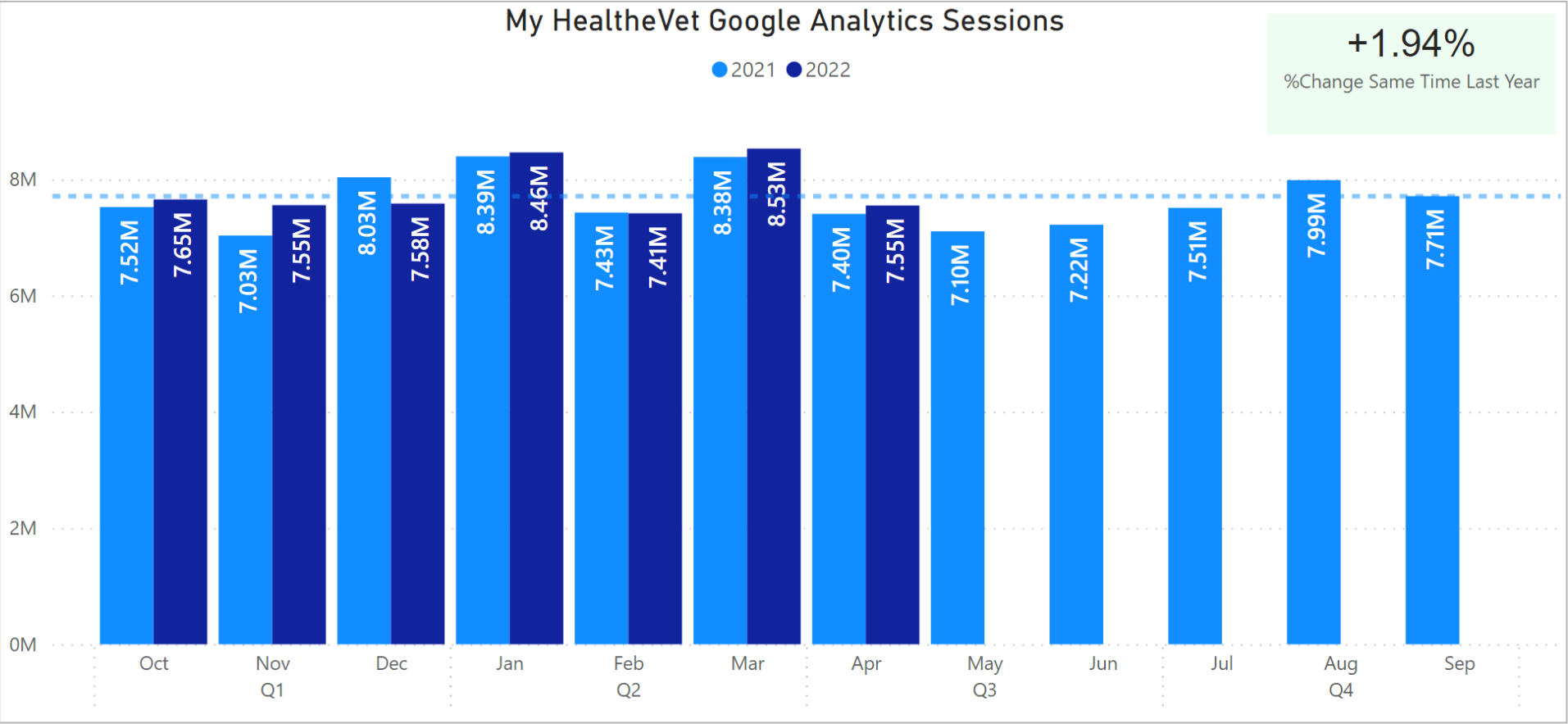
7.55M

Pageviews

59M

Average Pages
Viewed per Session

7.80




My HealtheVet Statistical Overview (Cumulative Totals)

April 2022


Registered MHV Accounts

 **6.23M**
Since 11/2004


Premium Users

 **3.61M**
Since 1/2007

Active VA Patients

 **59%**
Registered for MHV


Rx Refill Requests

 **214M**
Since 9/2005


Secure Messages Initiated

 **159M**
Since 6/2008

Unique Blue Button Users

 **3.09M**
Since 12/2010

Premium Users Agreed to Share
Personal Health Data

 **3,611**
Since 5/2021



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