

# Department of Veterans Affairs

# Memorandum

Date:

From: Director, Veterans and Consumers Health Informatics Office

Subject: Memorandum of Understanding; use of the My HealtheVet Production Test Account(s)

To: VA Staff and or Contractors who are given access to the MHV Production Test Account(s)

1. This Memorandum of Understanding (MOU) outlines what the My HealtheVet production test account(s) can be used for, cautions when using the account(s) and assumptions / limitations of using the account(s)
2. The My HealtheVet production test account(s) have been developed specifically for training, demonstrating, educating, testing and trouble analysis
3. Entering, ordering or changing account(s) information and data needs to be done using clinically relevant and benign results. Accounts are swept nightly by multiple VistA routines which could cause the information or data to be flagged for unnecessary action
4. When using the medication(s) ordering or refilling feature. The process will be terminated before actually ordering of the medication(s)
5. VA staff and contractor(s) will be assigned to specific account(s). All efforts will be made to limit the number of people who are able to access the account(s) for performance reasons
6. If the account(s) cannot be accessed or the data or information becomes corrupt, contact Jeff Sartori [Jeffrey.Sartori@va.gov](mailto:Jeffrey.Sartori@va.gov) @ 202-4805761 or Lynn Campbell [Lynn.Campbell@va.gov](mailto:Lynn.Campbell@va.gov) @ 810-223-1667.
7. Assumptions
  - a. The Password has been set by the Veterans Consumers Health Informatics Office. Please **do not change the Password**.
  - b. Account(s) users will be notified via email for any administrative changes or updates
  - c. Unique User Name and Password for these accounts will need to be protected and treated as sensitive information.

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Signature of VA Staff being granted  
My HealtheVet Production Account credentials

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Signature of Veterans/Consumers Health Informatics Office  
Approving Authority

First and Last Name:

VA Email Address: