

VA



U.S. Department
of Veterans Affairs

My HealthVet → VA.gov: Profile Recommendations

Background

To support the My HealtheVet (MHV) to VA.gov transition, we conducted research around the MHV Profile and Personal Information sections. The ultimate goal was inform our strategy for moving forward with rolling the MHV profile into the VA.gov profile. In order to do this, we needed to:

- Better understand the MHV profile and personal information section
- Gather perspectives from MHV and VA.gov stakeholders, MHV coordinators, and the MHV help desk.
- Understand how MHV users use the profile, and what they need from the VA.gov profile in order to make it work for them.

[Read details about the specific questions we sought to answer in our project outline.](#)

Background

To reach our research goals, we:

- Conducted a profile evaluation and comparison ([findings report](#))
- Interviewed MHV product owners, MHV help desk directors, and a MHV coordinator lead ([interview summary report](#))
- Interviewed MHV users and asked them to complete a moderated card sort. ([topline summary](#))
- Reviewed MHV Google Analytics reports

Background

We've provided recommendations that are focused on 4 sections of the My HealthVet personal information section:

1. My Profile
2. In case of emergency
3. Health information card
4. My links

The remaining sections are being migrated by the health modernization team; we focused our research on profile and other sections our teams had questions about.

Fields already supported in VA.gov

Recommendations

Maintain important items that are already consistent between the two profiles.

There are several data points in the MHV profile that are already in the VA.gov profile. They are:

- First name
- Birth date
- Middle name
- Military branches
- Last name
- How would you like to be addressed?
- Suffix
- Email address
- Alias
- Home phone
- Mobile phone
- Work phone

Fields we do not recommend migrating

Recommendations

Retire certain items with MHV.

After speaking to stakeholders and MHV users, we recommend retiring items in MHV that:

- are masked, such as social security number.
- we've already retired on VA.gov, such as gender.
- are duplicative of features we already know work well on VA.gov, such as “How would you like to be addressed”
- had low usage or were not useful to end users (determined by Google Analytics and user interviews).

By “retiring”, we mean it should not be included in the transition to a single VA.gov profile. We're not suggesting that any existing data be completely removed or deleted.

Recommendations

We also recommend retiring any functionality that serves as a “journal” for patients since that data isn’t visible to anyone else at VA.

Examples of this include:

- Blood type
- In case of emergency contact
- My HealtheVet printable health information card

10 of 11 users expected the VA had access to the information they entered in these types of fields. They expect that the information will be shared with VA and have some kind of downstream effect at VA. Since that isn’t the case, they’re not useful and could contribute to mistrust in VA.

“I would assume I get e-mailed saying that something changed, and that information would go to the VA center too.” - Participant 13

Recommendations

The specific items we recommend retiring from the My Profile section are:

- Social security number
- Gender
 - This is the same as the “sex assigned at birth” field, which we recently retired. Instead, users will soon be able to select gender identity.
- Marital status
- Current occupation
- What is your relationship to VA?
- Blood type and organ donor
- Preferred method of contact
- Fax and pager
- My VA Treating facilities
- Account security questions and answers

Recommendations

We also recommend retiring these sections:

- In case of emergency, because it does not connect to any VA systems
- Health information card, due to low usage
- My links, due to low usage

Personal Information

[My Profile](#)

[Download My Data](#)

[Change Password](#)

[In Case of Emergency](#)

[My Account](#)

[Health Information Card](#)

[My Links](#)

[Pay or Receive Funds](#)

Migrating notification preferences

Migration recommendation

Plan to incorporate some functionality into the VA.gov profile.

MHV currently has settings to manage email notifications related to Rx Refill shipments, appointment reminders, medical images and report availability, the MHV newsletter, and secure messaging. The value of these settings to Veterans was clear in both user and stakeholder interviews.

We recommend migrating these settings into the VA.gov profile.

SUBSCRIBE TO EMAIL NOTIFICATIONS AND REMINDERS

Select your preference to start or stop email notifications and reminders for the following features. By default these reminders are turned off. If you want to receive reminders or notifications, select the On radio button.

Rx Refill Shipment Notification ☐ On ☒ Off

VA Appointment Reminder ☒ On ☐ Off

VA Medical Images and Report Available Notification ☐ On ☒ Off

Subscribe to Bi-Weekly Email Newsletter ☒ On ☐ Off

Summary of work and timing

This effort will involve the following:

- Adding email notifications to VANotify.
- Setting up preferences in the VA Profile backend.
- Migrating existing user preferences into the VA Profile backend.
- Surfacing preferences in the VA.gov interface.

We need to coordinate with VANotify and VA Profile to get on their roadmaps, so **this work will likely not start for a couple of months.**

Work required by MHV teams

MHV teams will need to do the following:

- Serve as SMEs/Stakeholders, providing guidance and approvals as necessary.
- Outline requirements and needs so that functionality is implemented correctly.
 - VA.gov will help facilitate this process
- Coordinate with VA Profile on migration of existing user preferences into VA Profile.
- Determine strategy for how to handle notification settings in MHV after they are added to VA.gov.
 - Eg. pointing people to VA.gov to update this functionality.

Work required by VA.gov, VANotify and VA Profile teams

VA.gov will coordinate efforts between VA.gov, MHV, VANotify and VA Profile. We've created a [rough outline](#) that details the work our teams will be doing.

Broadly speaking, we will:

- Facilitate conversations with MHV:
 - Make sure we thoroughly understand existing functionality, needs, and requirements for moving over notification preferences.
 - Discuss how MHV might want to handle their profile as we migrate functionality to VA.gov.
- Regroup with VANotify to coordinate on this effort.
 - VANotify will determine how this work will fit into their roadmap.
- VA.gov will fill out an intake form for VA Profile.
 - VA Profile will determine how this work will fit into their roadmap.
- Make the necessary changes to VA.gov, VANotify, and VA Profile to support the new notification settings.

Q & A
