



My HealtheVet: Secure Messaging

Health Care Team User Manual

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Revision History

The most recent entries in this list reflect changes made to this document.

Date	Page	Change	Project Manager	Technical Writer
07/31/2009	Throughout manual	Updates per SECURE MESSAGE enhancement release (June 27, 2009)	Theresa Hancock	Jaime Nasuti
12/01/2010	Throughout manual	Updates per SECURE MESSAGE enhancement release (October 16, 2010)	Theresa Hancock	Jaime Nasuti
5/1/2014	Throughout manual	Add new Reassignment functionality and update screen captures.	Jan-Erik Zeller	

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Introduction

What is My HealtheVet?

My HealtheVet is the gateway to Veteran health benefits and services.
My HealtheVet includes but is not limited to:

- Access to trusted health information;
- Links to Federal and Veterans Affairs (VA) benefits and resources;
- Personal Health Journals;
- Online VA prescription refill;
- Ability to view VA Appointments; and
- Secure Messaging.

My HealtheVet is a powerful tool to help Veterans better understand and manage their health.

Using My HealtheVet Documentation

Related Manuals:

My HealtheVet User Manual
Secure Messaging Tactical Guide

The Organization of this Manual

This manual is organized in the way most health care team members will use My HealtheVet Secure Messaging. It begins with how to log into Secure Messaging through Computerized Patient Record System (CPRS) and how to use the various features.

This manual will help health care team members understand the basic layout of My HealtheVet Secure Messaging and provide them with information about the specific features they may use to communicate with participating patients.

Getting Started with My HealtheVet Secure Messaging

To participate in My HealtheVet Secure Messaging, health care team members must receive education and training on the use of Secure Messaging within their practice. Each Veterans Integrated Service Network (VISN) and VA facility has a My HealtheVet Coordinator/Secure Messaging Administrator whose role is to help facilitate and implement Secure Messaging within their purview. Once the necessary training has been provided, the My HealtheVet Coordinator/Secure Messaging Administrator will activate the staff member's account within the Secure Messaging Administrative Portal.

Secure Messaging is a communication channel for patients and VA health care teams, allowing them to collaborate and build a partnership in order to improve patient health outcomes. Secure Messaging should only be used for **non-urgent, non-critical** communication as directed in the Secure Messaging Terms and Conditions.

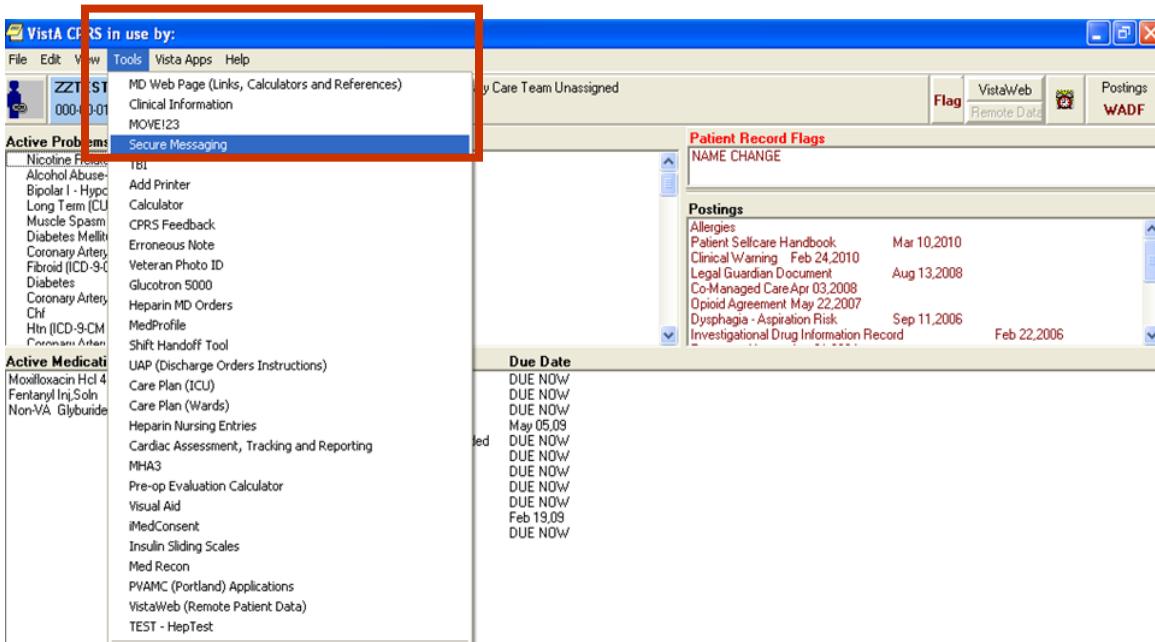
Note: My HealtheVet Secure Messaging is the only approved form of electronic communication between health care teams and VA patients. It is against VHA Policy (per VA Handbook 6500) to communicate with patients via electronic mail (e.g., Outlook, Google, Yahoo) even if the patient initiates the communication.

Secure Messaging is self-contained within the My HealtheVet portal, and there is no need for additional security software such as Public Key Infrastructure (PKI) or Virtual Private Network (VPN).

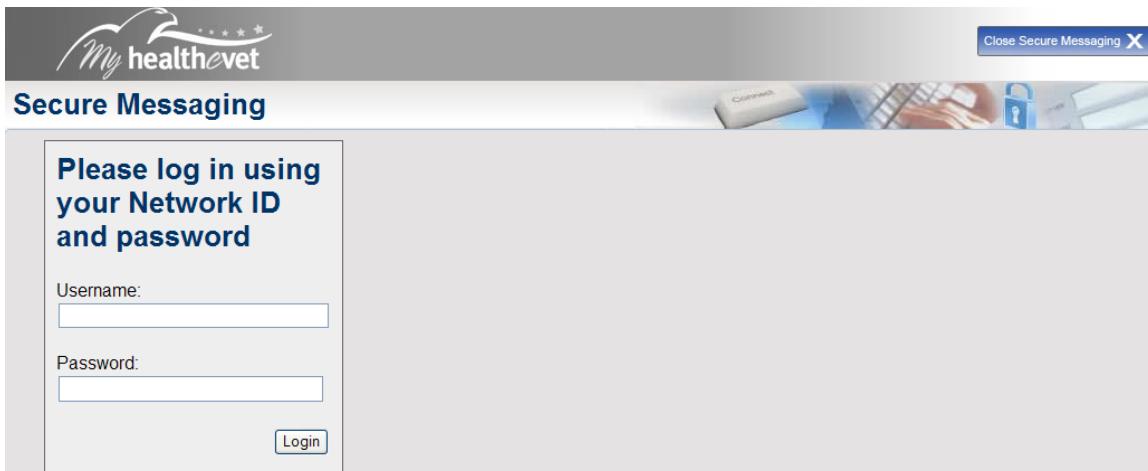
For additional information or clarification of policies related to Secure Messaging and VA Handbook 6500, please contact your My HealtheVet Coordinator, local Privacy and/or Information Security Officer (ISO).

Login to My HealtheVet Secure Messaging

Health care team members who have been activated to use Secure Messaging can access My HealtheVet Secure Messaging through the CPRS Tools menu option. Log in to CPRS, access the "Tools" option on the menu bar at the top of the screen within CPRS, and then select Secure Messaging from the drop down list. If Secure Messaging is not available in the CPRS Tools drop-down menu, contact your facility Secure Messaging Administrator.



Log in to Secure Messaging using your VA Network ID and Password.

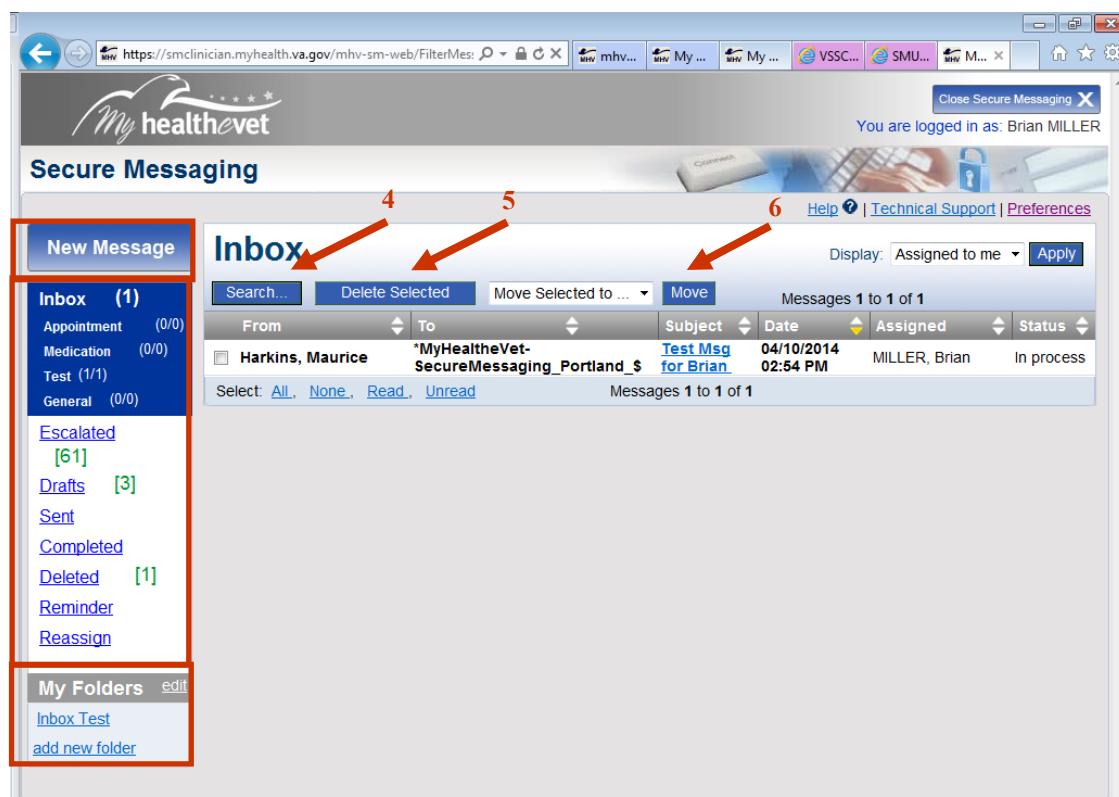


Navigating Secure Messaging Inbox

Secure Messaging opens to the user's Inbox. From the Inbox users can:

1. Create a new Secure Message by selecting the "New Message" button on the left side of the screen.

2. Open various folders located under the “New Message” button – Inbox (Appointment, Medication, Test, General), Escalated, Drafts, Sent, Completed, Deleted, Reminder, and Reassign folders. **Note:** The number in parenthesis () next to the folders indicates the total number of Secure Messages either assigned to you or sent to your team that have not been completed.
3. Create personal folders within their Secure Messaging account. Under “My Folders” select the: add new folder link and create a name for the new folder. To make changes to a personal folder, select the edit link next to “My Folders” and then make the desired changes (add new folder, rename existing folder, and/or delete an existing folder).



The Inbox contains all Secure Messages received. Each Secure Message will list:

- who the Secure Message is **From**
- who the Secure Message is addressed **To**
- the **Subject** of the Secure Message (link that opens the Secure Message)
- the **Date and Time** of the Secure Message (all in Central time)
- who the Secure Message is **Assigned** to (the member of the health care team responsible for addressing the Secure Message)
- the **Status** of the Secure Message (BLANK means it is Unassigned, In process, or Complete)

Users have the ability to:

4. Search for certain Secure Messages within a folder: select the “Search...” button, enter the Search Criteria (From, To, Subject, and/or Date Range) and select the “Search” button.
5. Delete a Secure Message: select the box next to the Secure Message in the “From” column and then delete the selected Secure Message by selecting the “Delete Selected” button.
6. Move a Secure Message: select the box next to the Secure Message in the “From” column and move the selected Secure Messages to a folder within the Secure Messaging account. Select the drop-down arrow  next to “Move Selected to...” to select from a list to move the Secure Message (Deleted or personal folder under “My Folders”) and then select the “Move” button.

Note: Secure Messages older than 14 months will be removed from your account and archived.

Preferences

My HealtheVet Secure Messaging allows users to set various preferences within their account. **Note:** It is recommended that health care team members set their preferences the first time they login to Secure Messaging.

To access the Preferences section, select the Preferences link on any screen within Secure Messaging.

The screenshot shows the 'Secure Messaging' preferences page. On the left, there's a sidebar with links for 'New Message', 'Inbox (20)', 'Appointment (2/4)', 'Medication (0/0)', 'Test (0/0)', 'General (18/27)', 'Escalated [30]', 'Drafts [0]', 'Sent', 'Completed', 'Deleted [1]', 'Reminder', 'My Folders (edit)', 'JSN folder', and 'add new folder'. The main area has tabs for 'Preferences' (selected), 'New Message Notification', 'Inbox View', 'Signature', and 'Surrogate Message Forwarding'. Under 'New Message Notification', there's a section for 'Email:' (set to 'foo@foo.com') and 'Notify Me:' (set to 'Each message'). Under 'Inbox View', 'Display' is set to 'All Messages'. Under 'Signature', there are fields for 'Name:' and 'Title:', and a checkbox for 'Include Signature'. Under 'Surrogate Message Forwarding', there's a table with columns for 'Surrogate (Staff/Triage Group)', 'From Date', 'To Date', and 'All day'. Each row in the table has dropdown menus for 'Surrogate' and date pickers for 'From Date' and 'To Date', with 'All day' checkboxes checked. An 'Apply' button is at the bottom right of the table.

New Message Notification

Users have the ability to receive an Outlook notification alerting them when a new Secure Message has arrived in their My HealtheVet Secure Messaging account. The notification will be a simple message that states a new Secure Message (or an escalated Secure Message) is waiting in Secure Messaging.

Note: The message notification will contain a link to directly login to Secure Messaging (without having to login to CPRS).

Note: This link can only be used by the original recipient of the notification.

1. On the Preferences page under “New Message Notification”, enter an email address in the “Email:” field. **Note:** The system will automatically default to the email address currently in the VA Global Address List (within Microsoft Outlook). Users can make changes to the email address, however this field cannot be left blank (users must provide an email address).

2. Select the preference for notifications from the drop-down list; options are “Each message”, “Once daily”, and “On assignment to me”. It is highly recommended that Triage Staff set their New Message Notification to “Each message” as this ensures all Secure Messages are triaged and not overlooked.
3. Select the “Apply” button to save the preferences.

New Message Notification
Receive email notification of the arrival of new messages.

Email:

Notify Me:

Apply

Inbox View

Users have the ability to set a preference for their “Inbox View” under Preferences. Select the display preference from the drop-down list; options are: “All Messages”, “Only Messages Assigned to Me”, or “Only Unassigned Messages”. Select the “Apply” button to save the preference. It is highly recommended that Triage Staff set their Inbox View to “All Messages” as this ensures all Secure Messages are triaged and not overlooked.

Inbox View
Define the default view of the types of messages you would like displayed in your inbox.

Display:

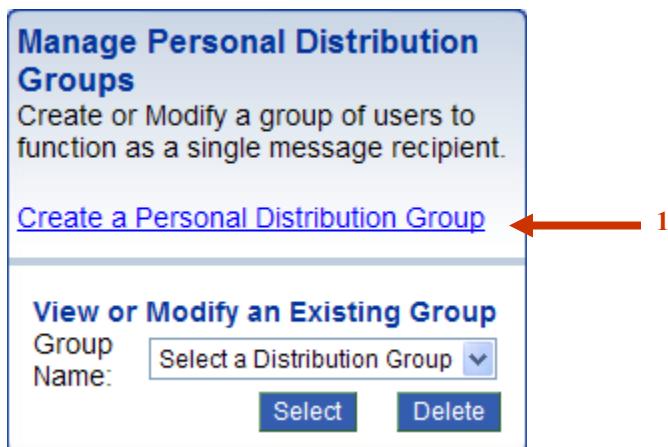
Apply

Note: Users can temporarily change the display of their Inbox. From the Inbox, select the “Display” drop-down arrow (located on the top right side of the screen) and select the desired display; options are: “Assigned to me” or “Unassigned” – and then select the “Apply” button. The display will temporarily change per selection and will revert back to underlying preferences as soon as any action is completed that refreshes the page, including selecting on the Inbox folder.

Manage Personal Distribution Groups

Users have the ability to create, view, or modify personal Distribution Groups within Preferences.

1. Select the Create a Personal Distribution Group link.

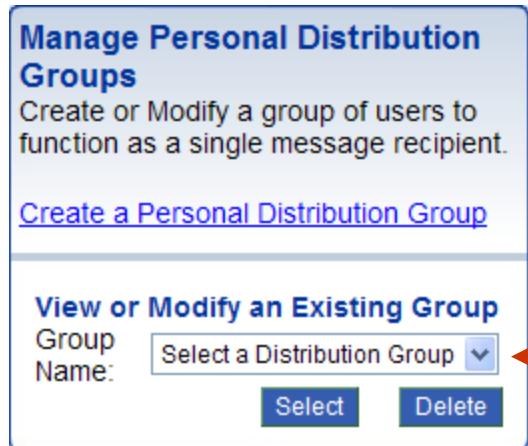


- a) Enter a unique name for the personal Distribution Group.
- b) Indicate whether the personal Distribution gGroup is to be shared with other users of Secure Messaging or to remain personal (only viewable by the user).
- c) Select either Patients or Clinicians and Staff by selecting the corresponding tab.
 - **Patients** – Enter search criteria for patients that will be included on the Distribution Group (First Name, Last Name, and/or First Letter of Last Name + Last 4 of SSN) and select the “Search” button. Select the patient(s) from the Add Users to Group column, select the “Add ->” button, and then select the “Save Group” button at the bottom of the screen.
 - **Clinicians and Staff within Your Facility** – Enter search criteria for clinicians and/or staff that will be included on the Distribution Group (First Name and/or Last Name) and select the “Search” button. Select the clinician and/or staff(s) from the Add Users to Group column, select the “Add ->” button, and then select the “Save Group” button at the bottom of the screen.

- **Clinicians and Staff in Other VA Facilities** – First, select the VISN and Facility of the clinician(s) and or staff member(s) in the other VA facility to add to the Distribution Group. Then, Enter search criteria for clinicians and/or staff (First Name and/or Last Name) and select the “Search” button. Select the clinician and/or staff(s) from the Add Users to Group column, select the “Add ->” button, and then select the “Save Group” button at the bottom of the screen.

The screenshot shows the 'Create a Personal Distribution Group' window. On the left, there is a sidebar with navigation links: New Message, Inbox (17), Appointment (0/0), Medication (0/0), Test (0/1), General (17/31), Escalated (46), Drafts (1), Sent, Completed, Deleted (126), Reminder, Reassess, My Folders (edit), and add new folder. The main window has a title 'Create a Personal Distribution Group'. It contains a 'Personal Distribution Group:' section with an 'Enter Group Name' input field (labeled 'a') and a radio button for 'My Group' (labeled 'b'). Below this is a 'Distribution Group Members' section stating 'Up to 250 members can be added to the Distribution Group.' A 'Add users from among:' section includes tabs for Patients, Clinicians and Staff within Your Facility, and Clinicians and Staff in Other VA Facilities (labeled 'c'). A 'Search for Patient' section with fields for First Name (mhv), Last Name (mhv), and SSN (empty), along with 'Search' and 'Cancel' buttons. At the bottom, there are two columns: 'Add Users to Group' (listing names like MHVALAROBTWO, TESTTWO, etc.) and 'Group Members' (listing names like MHVAUTOTEST, MHVDAYMARK, etc.). Between them are 'Add >' and '<- Remove' buttons. At the very bottom are 'Save Group' and 'Cancel' buttons, and a note about selecting multiple items using Ctrl and Shift keys.

2. Select an existing personal distribution group from the View or Modify an Existing Group drop-down list and select the “Select” button.



- a) Make any edits to the existing group – rename the group, designate the group as shared or personal.
- b) Add additional members to the existing group – select the Search for Users to Add to Group link. Enter search criteria (see #1 above). Select the users to add by selecting the “Add ->” button. Select the group member(s) name under the Group Member column and select the “<- Remove” button to remove the selected members from the group.
- c) Select the “Save Group” button at the bottom of the screen.

New Message

- Inbox (17)
- Appointment (0/0)
- Medication (0/0)
- Test (0/1)
- General (17/31)
- Escalated [46]**
- Drafts [1]
- Sent
- Completed
- Deleted [126]
- Reminder
- Reassign

My Folders edit

[add new folder](#)

Create a Personal Distribution Group

Personal Distribution Group:

Enter Group Name a

Shared Group My Group

[Help](#) | [Technical Support](#) | [Preferences](#)

Distribution Group Members

Up to 250 members can be added to the Distribution Group.

Add users from among:

Patients **Clinicians and Staff within Your Facility** **Clinicians and Staff in Other VA Facilities** b

Search for Patient

First Name: Last Name: First Letter of Last Name + Last 4 of SSN:

Search **Cancel**

Add Users to Group

MHVALAROBTWO, TESTTWO(SSN:M7880)
mhvantnyc, antny(SSN:m0003)
MHVAUTOTEST, Usertwo(SSN:M6739)
Mhvchemlabtestone, Chemtestone(SSN:M1305)
Mhvchemlabtestthree, TestThree(SSN:M8777)
Mhvchemlabtesttwo, TestTwo(SSN:M1308)
MHVDAYDOG, JUSTIN(SSN:M7724)
MHVDAYOCT, JANE(SSN:M7799)
MHVDAYQQ, MARION(SSN:M7705)
MHVDAYSS, STEVE(SSN:M1951)
MHVDAYZZ, STEVE(SSN:M7778)
MHVDMWRPNEU, Polonius(SSN:M3014)

Group Members

MHVAUTOTEST, Userone(SSN:M3746)
MHVDAYMARK, MARK(SSN:M2122)
MHVLHONE, LISA(SSN:M3874)
MHVLHTESTONE, LISA(SSN:M7553)

Add > **<- Remove**

Save Group **Cancel** c

Note: Multiple items may be selected by pressing the "Ctrl" key when clicking. The entire list may be selected by pressing the "Shift" key and selecting the first and last Group Member.

3. Users can delete existing personal distribution groups. Select an existing group from the drop-down list and then select the “Delete” button. The system will verify the selected distribution group to be deleted – select the “Yes” (or “No”) button.

Manage Personal Distribution Groups
Create or Modify a group of users to function as a single message recipient.

[Create a Personal Distribution Group](#)

View or Modify an Existing Group

Group: Select a Distribution Group ▾
Name:
 3



Signature

Users have the ability to include a signature block on all Secure Messages sent via Secure Messaging. Enter the name as it will appear in the signature block. Enter the title as it will appear in the signature block. To include the signature on all Secure Messages select the check box next to Include Signature and select the “Apply” button.

Signature
Create and edit Signatures for outgoing messages and replies.

Name:

Title:

Include Signature

Surrogate Message Forwarding

Users have the ability to designate a surrogate to act in their stead when they are unavailable to respond to Secure Messages. Users can identify up to five (5) surrogates at a time; users can specify a start date and time, and an end date and time, or indicate if the surrogate is to act all day.

Surrogate Message Forwarding

Forward any messages that get assigned to you to another Clinician who uses Secure Messaging or a Triage Group.

Surrogate (Staff/Triage Group)	From Date	To Date	All day	clear
-- Select a Staff/Triage Group --	11/30/2010	11/30/2010	<input checked="" type="checkbox"/>	clear
-- Select a Staff/Triage Group --	11/30/2010	11/30/2010	<input checked="" type="checkbox"/>	clear
-- Select a Staff/Triage Group --	11/30/2010	11/30/2010	<input checked="" type="checkbox"/>	clear
-- Select a Staff/Triage Group --	11/30/2010	11/30/2010	<input checked="" type="checkbox"/>	clear
-- Select a Staff/Triage Group --	11/30/2010	11/30/2010	<input checked="" type="checkbox"/>	clear

Apply

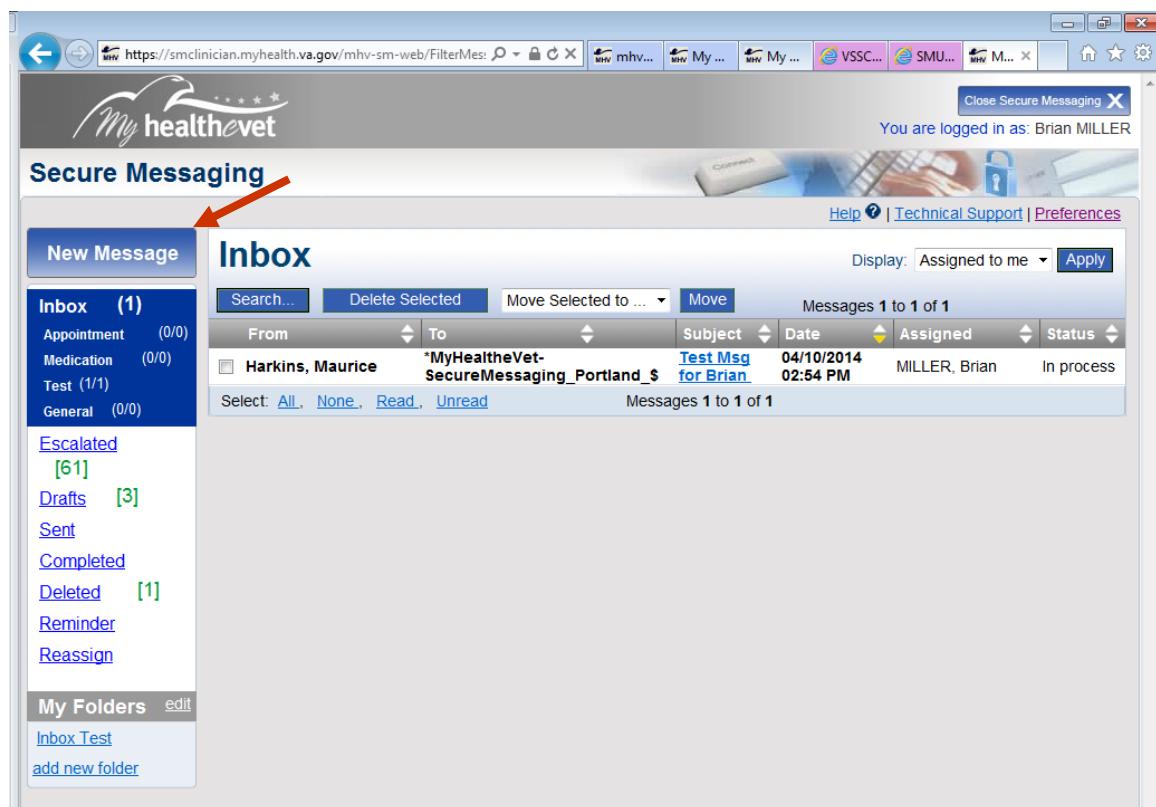
1. Under Preferences in the “Surrogate Message Forwarding” section, select the Staff/Triage Group to act as surrogate from the drop-down list.
2. Enter the start date (mm/dd/yyyy) or use the calendar to select the Start Date.
3. Enter the end date (mm/dd/yyyy) or use the calendar to select the End Date.
4. If the selected surrogate is to act all day, leave the check mark in the “All day” check box. If the selected surrogate is to act for a specific time period for the specified day(s), select the “All day” check box (removes the check mark) – time options will become available. Select a start time and end time from the drop-down lists. **NOTE:** If the user does not select “All day”, any period of time that is **not** assigned to someone else will result in Secure Messages not being viewable by any surrogate during that time. For example, if one surrogate is set to cover from 8:00AM to 4:00PM one day and another surrogate is set to cover from 8:00AM to 4:00PM the next day, any Secure Messages sent between 4:00PM and 8:00AM would not be delivered to any surrogate.
5. Users can clear all options entered by selecting the clear link.
6. Select the “Apply” button to apply all surrogate settings.

Secure Message Management

My HealtheVet Secure Messaging allows health care teams to communicate with participating VA patients in a secure environment within the My HealtheVet portal. Users have the ability to send and receive Secure Messages, as well as manage and maintain Secure Messages within their Secure Messaging account.

Create a New Secure Message / Send / Save as Draft / Cancel Secure Message

Create a new Secure Message by selecting the “New Message” button in the Inbox.

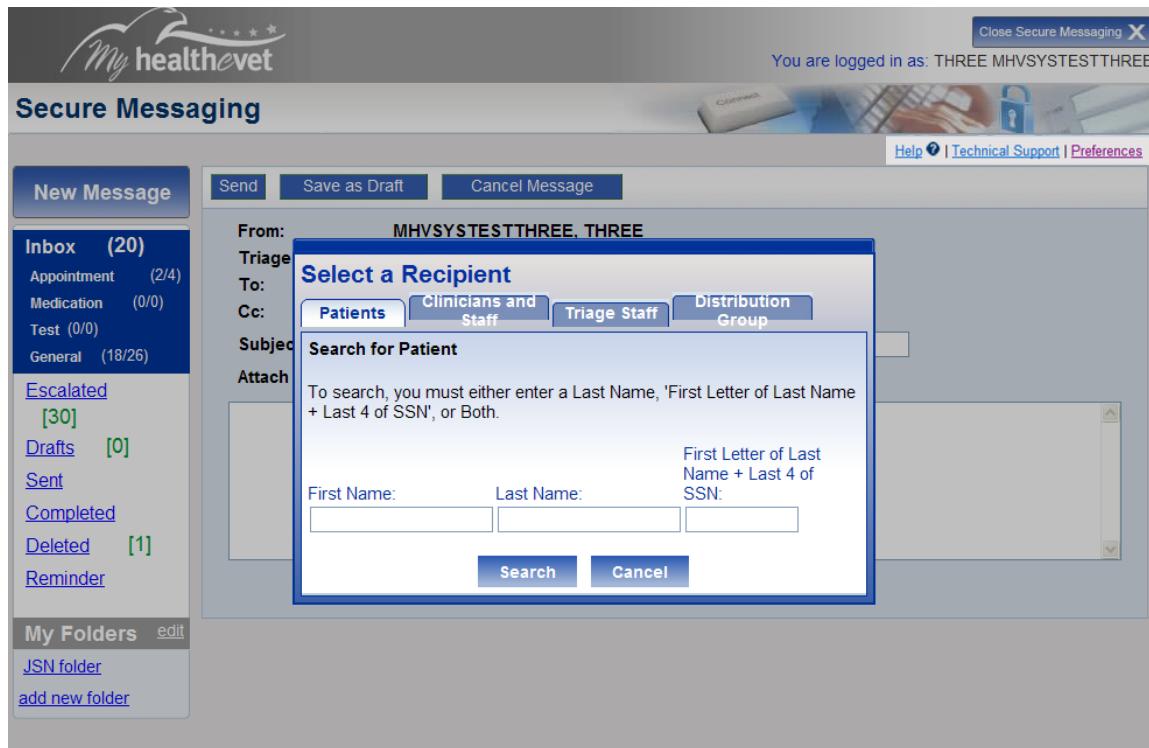


To create a new Secure Message, enter the appropriate information:

1. If the user is a member of more than one Triage Group, select the specific group from the Triage Group drop-down list.

- Select the recipient of the Secure Message by selecting the Search for a recipient link. Users can select a recipient from Patients, Clinicians and Staff, Triage Staff, or Distribution Group by selecting the appropriate tab.

Note: Users should be VERY careful selecting distribution groups because the same list of shared distribution groups can contain groups of staff and groups of patients, though not both.



- Patients:** Enter the search criteria (First Name, Last Name, and/or First Letter of Last Name + Last 4 of SSN) and select the “Search” button. Select the recipient’s name under the Select Recipient column and select the “Select” button. Make sure the recipient information is accurate for the intended recipient and select the “Add” button. The recipient’s name, last 4 of SSN and date of birth will appear on the To: line.
- Clinicians and Staff:** Enter the search criteria (First Name and/or Last Name) and select the “Search” button. Select the recipient’s name under the Select Recipient column and select the “Select” button. Make sure the recipient information is accurate for the intended recipient and select the “Add” button. The recipient’s name will appear on the To: line.

- **Triage Staff:** Select the intended Triage Group from the drop-down list and select the “Add” button. The Triage Group name will appear on the To: line.
 - **Distribution Group:** Select the intended Distribution Group from the drop-down list and select the “Add” button. **Note:** If the Distribution Group is a shared group, the owner’s name will appear in parenthesis () after the group name. The distribution group name will appear on the To: line.
3. Users have the option to select a CC recipient of the message by selecting the Search for a CC recipient link. Users will select a CC recipient from Clinicians and Staff by entering the search criteria (First Name and/or Last Name) and selecting the “Search” button. Select the recipient’s name under the Select Recipient column and select the “Select” button. Make sure the recipient information is accurate for the intended recipient and select the “Add” button. The recipient’s name will appear on the CC: line.
Note: The CC recipient is not responsible for managing the Secure Message; they are included only for informational purposes.
Note: If you Save As Draft after adding a CC recipient, the CC recipient will not be associated with the Secure Message when you retrieve it from your Drafts folder to send. The same is true of anything you attach prior to saving the Secure Message as a draft.
Note: The CC recipient will not be able to see the Secure Message unless they have their inbox display set to “all messages.”
4. Select the subject of the Secure Message from the drop-down list for “Subject:” Users can select from:
- **General:** Choose this for all other non-urgent issues. If the user selects General from the drop-down list, enter an appropriate subject in the additional field next to Subject.
 - **Appointment:** Choose this to start a dialogue with the patient about their appointments.
 - **Medication:** Choose this to start a dialogue with the patient about their medications.
 - **Test:** Choose this to start a dialogue with the patient about their tests.
5. Users have the option to attach a file to a Secure Message. Select the Attach a file link.
- Enter a file name to upload and select the “Attach” button, or

- Select the “Browse...” button to locate the file on the computer. Once the file is located, select the file and select the “Open” button, and then select the “Attach” button.

Note: Files with the following extensions are currently allowable:

.DOC	.RTF
.PDF	.JPG
.XLS	.GIF
.TXT	.PNG

*** Maximum file size is 3MB.

6. Users have the option to open a file received as an Attachment on a Secure Message from a patient. Patients may want to share the results of tests, procedures, or other health care summaries they have obtained from their private physician with their VA health care team.

Enter the message in the field provided at the bottom of the screen.

When the Secure Message is completed the user can:

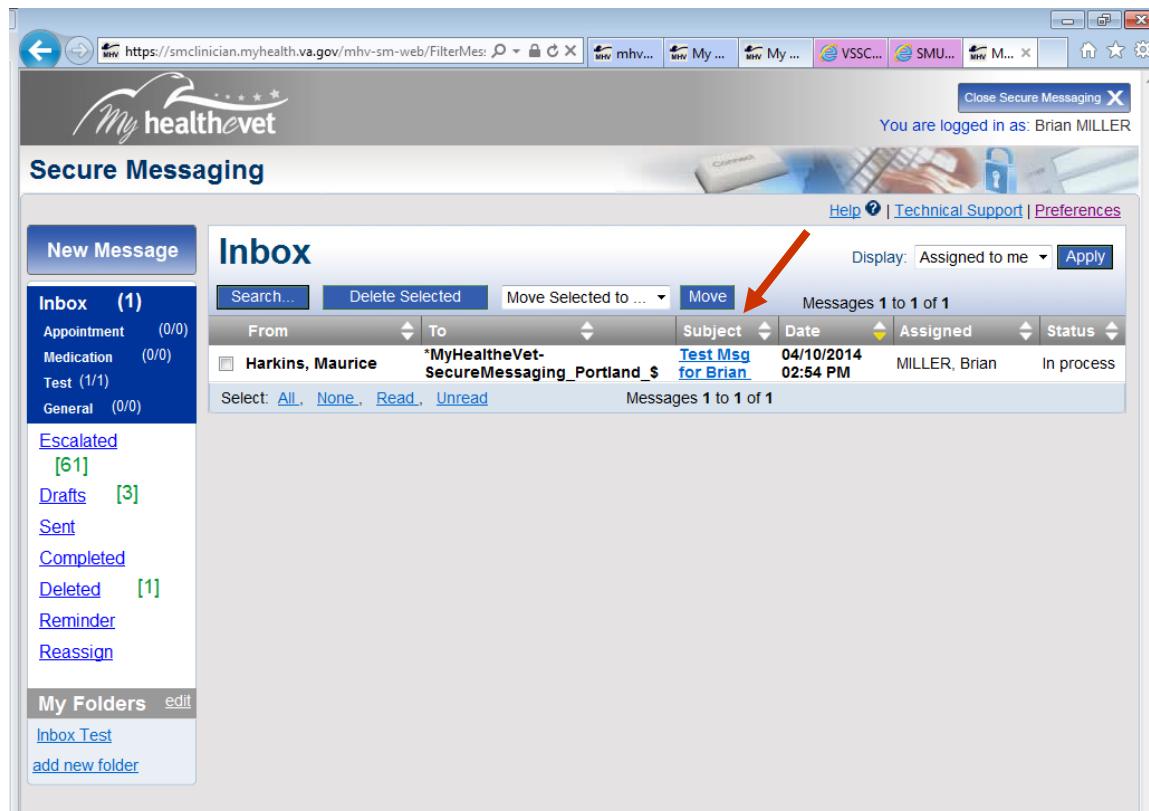
- Select the “Send” button.
- Note:** To save a Secure Message that you initiated that does not yet have a reply to CPRS, open it up from the Sent folder and select the Save to CPRS button.
- Select the “Save as Draft” button or
 - Select the “Cancel Message” button.

The screenshot shows the 'Secure Messaging' interface with the following details:

- Header:** My HealthVet, Close Secure Messaging X, You are logged in as: THREE MHVSYSTESTTHREE
- Toolbar:** Help, Technical Support, Preferences
- Message Type:** New Message
- Buttons:** Send, Save as Draft, Cancel Message
- Fields:**
 - From: MHVSYSTESTTHREE, THREE (highlighted by red box 1)
 - Triage Group: dayt29 (highlighted by red box 1)
 - To: Search for a recipient (highlighted by red box 2)
 - Cc: Search for a CC recipient (highlighted by red box 3)
 - Subject: General (highlighted by red box 4)
 - Attach File: Attach a file, Instructions to attach a file (highlighted by red box 5)
- Message Body:** A large text area labeled '6' (highlighted by red box 6).
- Left Sidebar:** Inbox (20), Appointment (2/4), Medication (0/0), Test (0/0), General (18/26), Escalated [30], Drafts [0], Sent, Completed, Deleted [1], Reminder.
- Bottom Folders:** My Folders (edit), JSN folder, add new folder.

Open Secure Messages from the Inbox

To open a Secure Message in the Inbox, select the Secure Message link under the “Subject” column.



Triage a Secure Message

When a new Secure Message arrives in the Inbox it must be triaged. Triaging of Secure Messages can vary from group to group and facility to facility. Secure Messages must be assigned to a member of the Triage Group who is responsible to address and complete the Secure Message.

Upon opening a new/unassigned Secure Message the system will automatically assign the Secure Message to the user who initially opened the Secure Message. The system will also automatically mark the Secure Message status as In process. If the user cannot Reply and Complete the Secure Message, the user will Reassign the Secure Message using either the “Internal Health Care Team Communications” section located at the bottom right side of the Secure Message screen or the “Reassign Message” button located at the top of the Secure Message screen.

Reassign a Secure Message (using the Internal Healthcare Team Communications box):

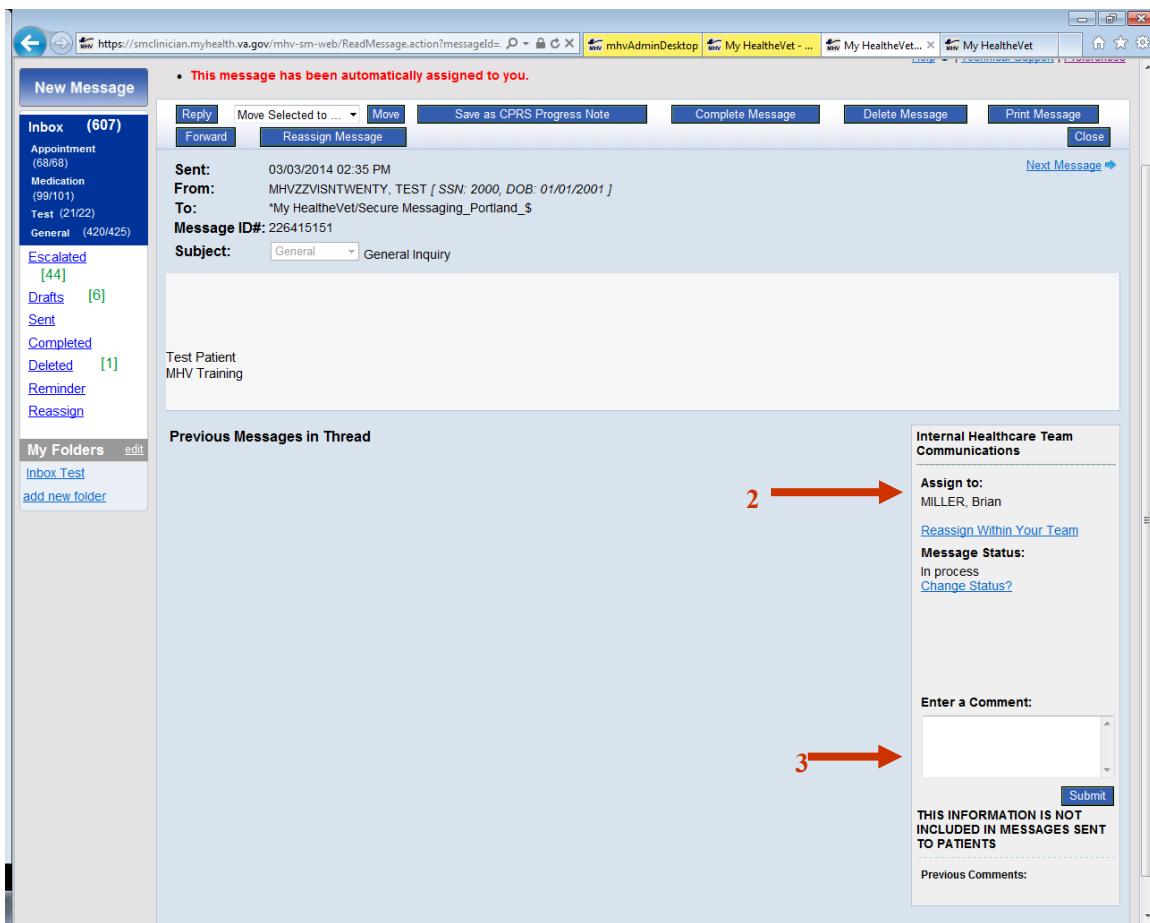
1. Open the Secure Message by selecting the Subject link.
2. Select the Reassign within your team link; select the intended triage member from the drop-down list and select the “Submit” button.
3. Users can enter an internal comment (only seen by other members of the Triage Group) by entering the comment in the “Enter a Comment” field and then selecting the “Submit” button.

Note: Internal Health Team comments are not readily seen by the patients, but they are ultimately discoverable by patients and their representatives via a Release of Information (ROI) request.

Note: If you reassign a Secure Message, you should not change the status of the message.

The screenshot shows the 'Inbox' section of the MyHealthVet secure messaging system. On the left, there's a sidebar with 'New Message' and a list of categories: 'Appointment (2/4)', 'Medication (0/0)', 'Test (0/0)', 'General (19/27)', and 'Escalated [30]'. The main area is titled 'Inbox (21)' and shows a list of messages. The columns are 'From', 'To', 'Subject', 'Date', 'Assigned', and 'Status'. There are two messages listed:

From	To	Subject	Date	Assigned	Status
MHVSMFIVE, EMMA	dayt29	Symptoms?	11/30/2010 12:51 PM		
MHVSYSTESTONE, ONE	MHVSYSTESTTHREE, THREE	General Inquiry	11/17/2010 02:54 PM	MHVSYSTESTTHREE, THREE	In process

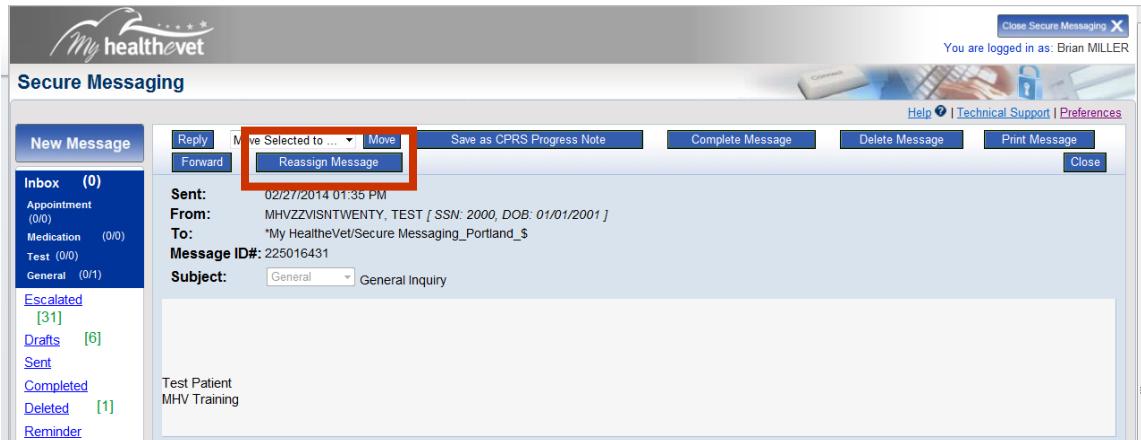


The Secure Message will appear in the assigned triage team member's Inbox as assigned to them, with a message status as In process.

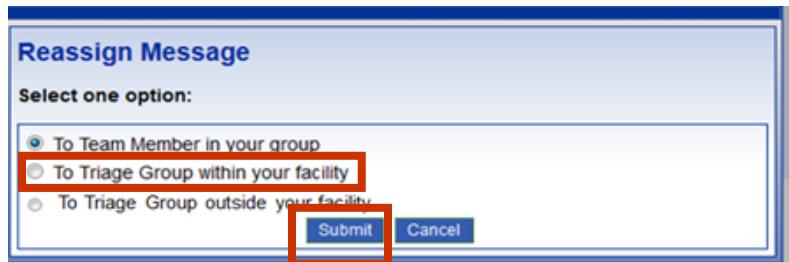
Reassign a Secure Message to Another Triage Group or Individual (using “Reassign Message” button)

Open the Secure Message from your Inbox Folder by selecting the Subject of the Secure Message as previously demonstrated.

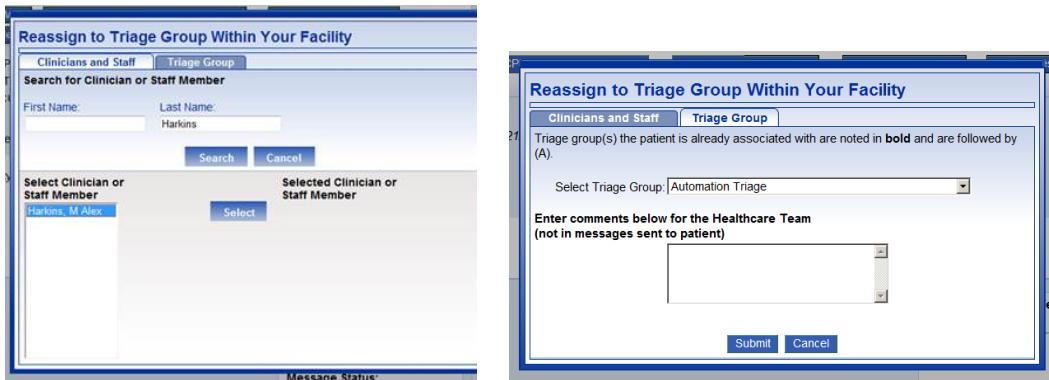
Select the “Reassign Message” button at the top of the message.



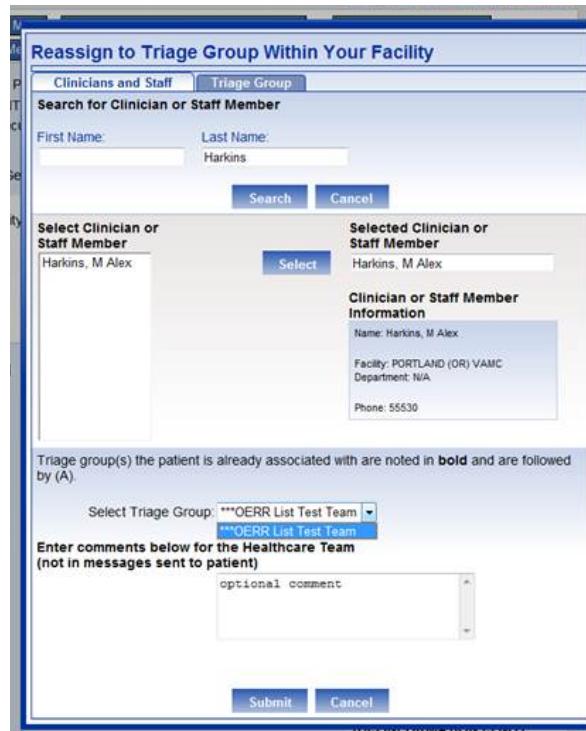
When the Reassign Message pop-up window appears, select the radio button: "To Triage Group within your facility" and then select "Submit".



When reassigning to a Triage Group within your facility you can reassign by "Clinicians and Staff" or "Triage Group." Once a selection is made, select Submit.

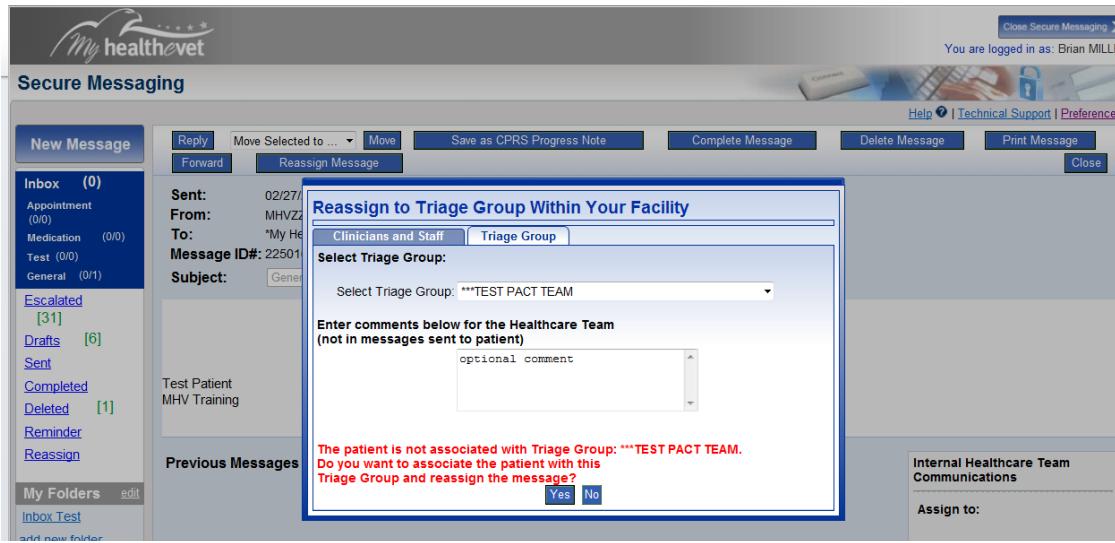


If you reassign by “Clinician and Staff”, you will search and select a clinician, after which you will be prompted to select a team to which the clinician is associated. Select the correct Triage Group and select the “Submit” button.



If the patient is already associated with the selected Triage Group, the Secure Message will be reassigned automatically.

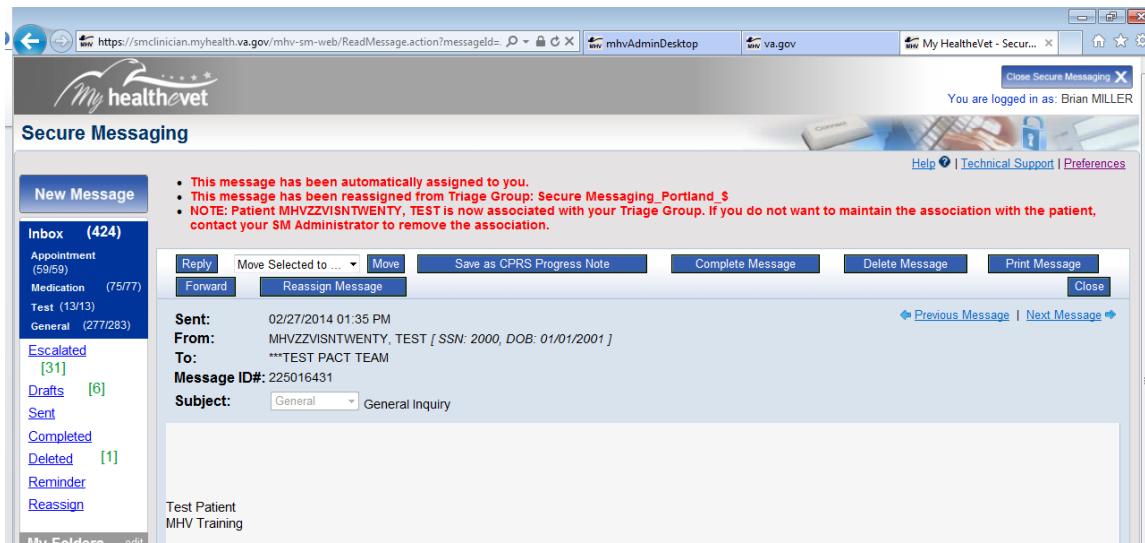
If the patient is not already associated with the selected Triage Group, the system will notify you of such and prompt you to confirm the reassignment by selecting “Yes.”



In that case, when the receiving Triage Group opens the Secure Message, they will see the following message:

- This message has been automatically reassigned to you.
- This message has been reassigned from Triage Group: xxxx

NOTE: Patient xxxx is now associated with your Triage Group. If you do not want to maintain the association with the patient, contact your SM Administrator to remove the association.



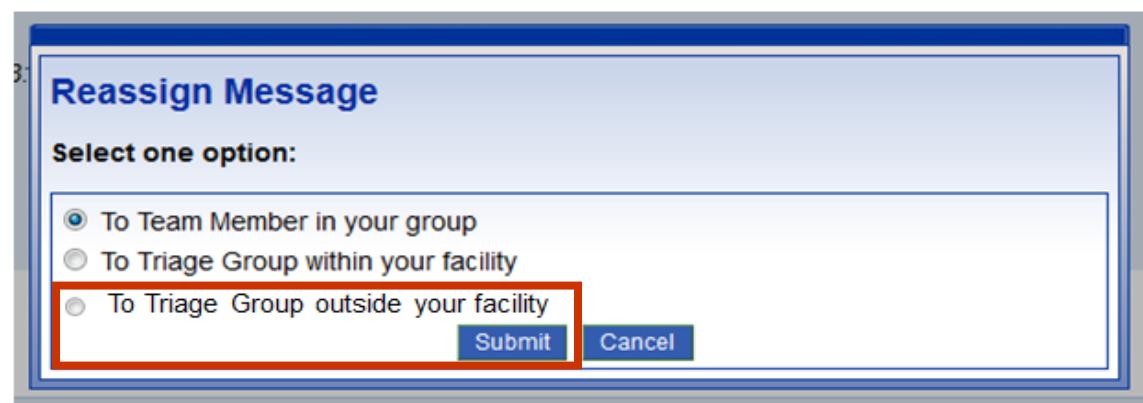
Reassign a Secure Message to a Triage Group or Individual Outside of the Facility

Open the Secure Message from your Inbox Folder by selecting the Subject of the Secure Message as previously demonstrated.

Select the “Reassign Message” button at the top of the message.



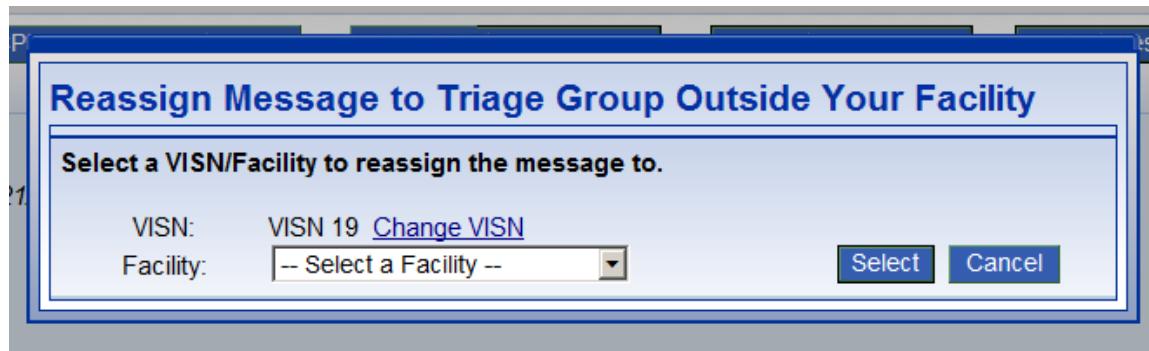
When the Reassign Message pop-up window appears, select the radio button: “To Triage Group outside your facility” and then select “Submit”.



Select VISN.

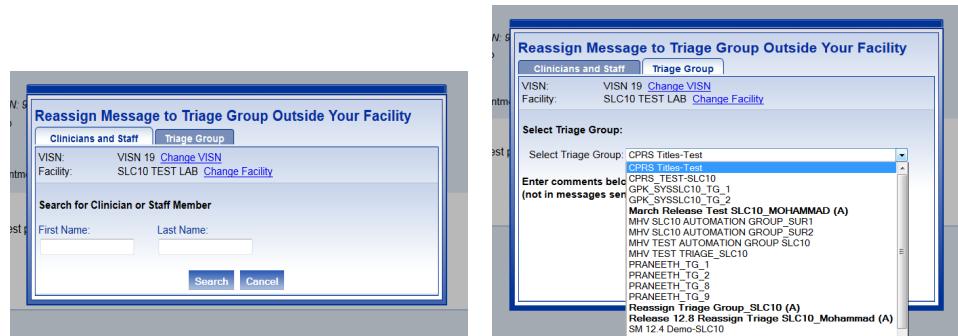


Select Facility.

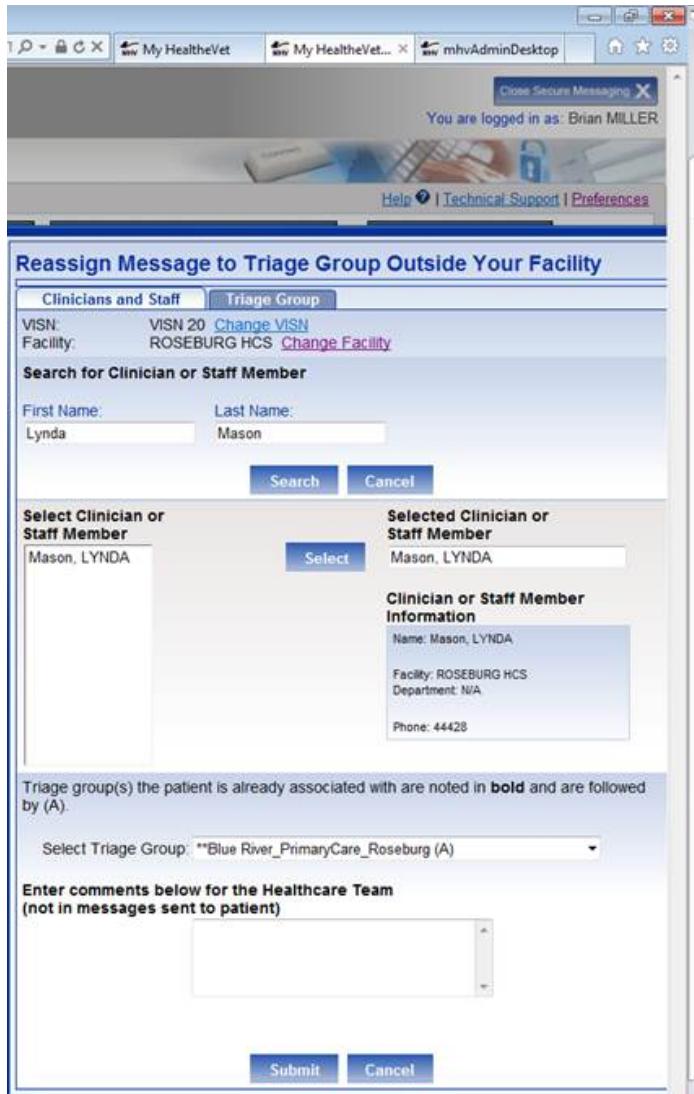


Patient enrolled at the selected facility:

You can search by Clinician and Staff or Triage Group and then select Search. If you reassign by “Clinician and Staff”, you will search and select a clinician, after which you will be prompted to select a team to which the clinician is associated. Select the correct Triage Group and then select the “Submit” button, and the Secure Message will be assigned to the individual. If you only select a triage group, the Secure Message will shift to the new team and will remain unassigned until a member of the new team opens and triages the Secure Message



If you reassign by “Clinician and Staff”, you will search and select a clinician, after which you will be prompted to select a team to which the clinician is associated. Select the correct Triage Group and select the “Submit” button.



Enter comment(s) if desired followed by selecting Submit.



Outside facility health care team receives and opens the message.

The screenshot shows the 'Secure Messaging' interface. At the top, there's a banner with the MyHealthVET logo and a 'Close Secure Messaging X'. Below it, a message from 'Johnnie BOYETTE' is displayed. The message content is:

This message has been automatically assigned to you.
This message has been reassigned from Triage Group: SM12.8(Day129)-Group in VISN 19/ Facility 989

Message details:

Sent: 03/05/2014 09:41 AM
From: MHVTP, PURPLE / SSN: 9048, DOB: 01/23/1950
To: SM12.8(SLC10)-Group
Message ID#: 413271
Subject: Appointment Inquiry

The message body contains:

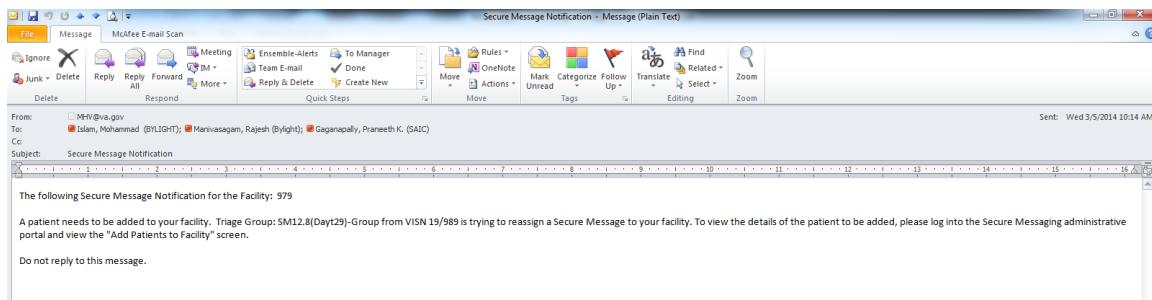
Hi,
Can I get an appointment for my chest pain?
Thanks
MHVTP, PURPLE

On the left sidebar, there are links for 'New Message', 'Inbox (3)', 'Appointment (2/4)', 'Medication (0/2)', 'Test (0/0)', 'General (2/5)', 'Escalated [32]', 'Drafts [0]', 'Sent', 'Completed', 'Deleted [31]', 'Reminder', 'Reassign', and 'My Folders edit'.

Patient not enrolled at the selected Facility:

The dialog box title is 'Reassign Message to Triage Group Outside Your Facility'. It asks 'Select a VISN/Facility to reassign the message to.' and shows the current selection: VISN: VISN 19 [Change VISN](#) and Facility: SLC10 TEST LAB [Change Facility](#). A red warning message states: 'The patient is not associated with the selected facility. Do you want to send a notification to the facility's SM Administrator(s) to associate the patient with this facility?' with 'Yes' and 'No' buttons.

If the user selects 'Yes', the system will send an Outlook email notification to the receiving facility Secure Message administrator(s). The SM Administrator will work with the Business Office to add the patient to the facility VistA system.



Note: The Secure Message will not be automatically reassigned. Once the patient is successfully entered into the receiving VA facility's VistA system, the staff who initiated the reassignment to the outside VA facility will need to again take steps to reassign the Secure Message.

Read Messages

After opening a Secure Message to view (select the link in the **Subject** column), users can read the entire message. If there are any previous Secure Messages in the thread they will be included at the bottom of the screen under “Previous Messages in Thread” section.

Users can navigate to other Secure Messages within the current folder by selecting the Previous Message | Next Message links. These links will take the user to the previous Secure Message within the folder or the next Secure Message within the folder.

Message ID# is a unique number given to the Secure Message. Each message thread has a unique message ID#; this allows the system to identify message threads and allows for search within the system.

To open an attachment within a Secure Message, select the attachment next to the Subject field and the attachment icon .

Internal Health Care Team Communications section located at the bottom of the Secure Message on the right side of the screen is used for triaging of messages (see **Triage Messages** section within this document).

- Reassign? – After reading the Secure Message, a user has the ability to reassign the Secure Message to another member of the Triage Group. Select the Reassign? link, select the appropriate triage member from the drop-down list, and then select the “Submit” button.
- Change Status? – After reading the Secure Message, a user has the ability to change the message status. Select the Change Status? link,

select the appropriate status (In process, Complete) from the drop-down list, and then select the “Submit” button.

- Enter a Comment – After reading the Secure Message, a user has the ability to enter an internal comment (only seen by other members of the Triage Group). Enter a comment in the “Enter a Comment” field and then select the “Submit” button. **Note:** Internal Health Team comments are not readily seen by the patients, but they are ultimately discoverable by patients and their representatives via a Release of Information (ROI) request.

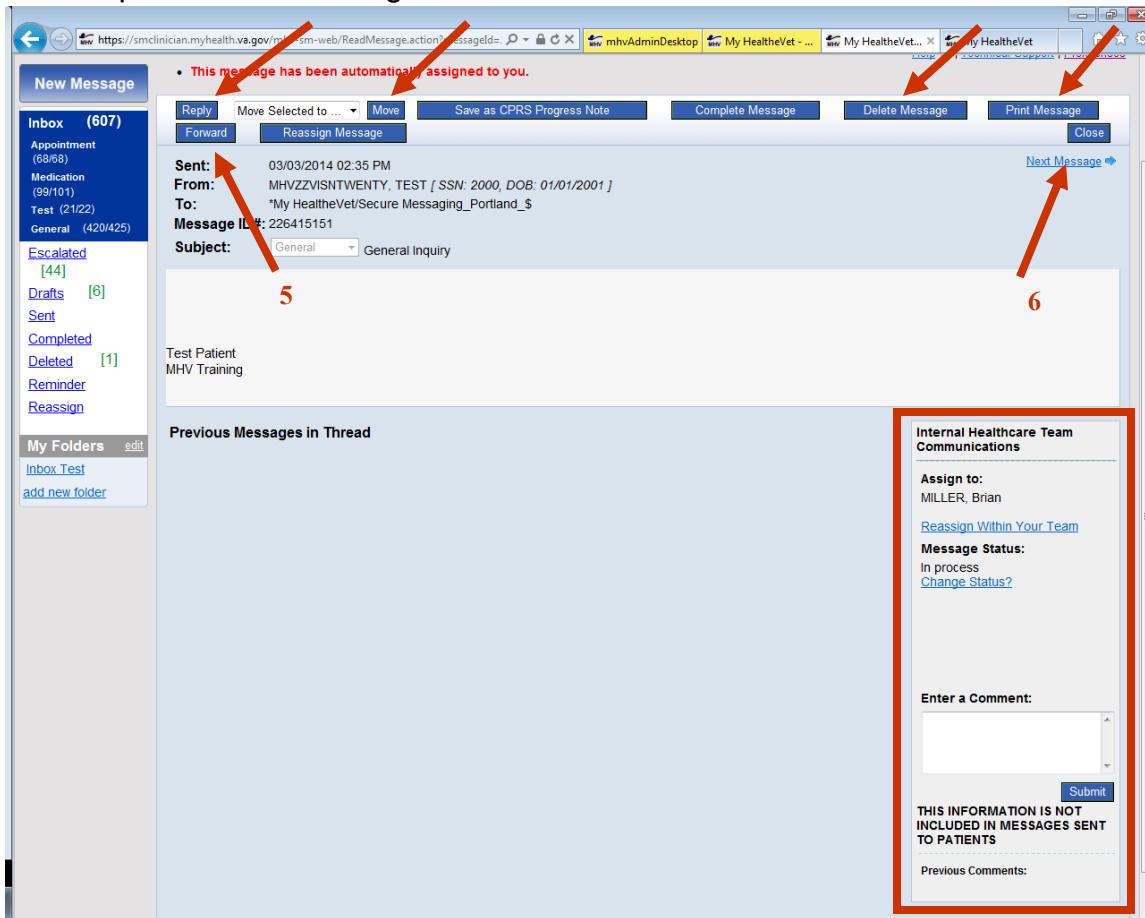
Move / Delete Message / Print Message / Forward / Close

After reading a Secure Message users can:

1. **Reply:** See [Reply to Messages](#) section of this document.
2. **Move:** Select the drop-down arrow  next to “Move Selected to...” to select from a list to move the Secure Message (Deleted or personal folder under “My Folders”) and then select the “Move” button.
3. **Delete Message:** Select the “Delete Message” button. The Secure Message will be moved to the [Deleted](#) folder, located under the “New Message” button on the left side of the screen.
Note: Deleting a Secure Message from the Inbox does not change the message status to Complete
4. **Print Message:** Select the “Print Message” button, the current Secure Message will display. Select the [Print](#) link in the upper right-hand corner of screen. Follow the Print process for the computer. Select the [Done](#) link to return to the Secure Message.
5. **Forward:** Users can forward a Secure Message to another clinician and/or staff member within Secure Messaging. Select the “Forward” button. Users will select the [Search for a recipient](#) link. Enter the search criteria (First Name and/or Last Name) and select the “Search” button. Select the recipient’s name under the Select Recipient column and select the “Select” button. Make sure the recipient information is accurate and select the “Add” button. The recipient’s name will appear on the To: line. The original Secure Message that is being forwarded will appear in the message box at the bottom of the screen. Users can enter additional information within the message box that will be included in the forwarded message. **Note:** A forwarded Secure Message is intended for

informational purposes only. The recipient is not responsible for responding to the Secure Message.

6. **Close:** Select the “Close” button on the right side of the screen. The open Secure Message will close and will remain in the Inbox. 3 4



Reply to Secure Messages

After reading a Secure Message, select the “Reply” button. Prior to sending a response to the recipient, users have the ability to:

1. Include a CC recipient for the response message. Select the Search for a CC recipient link, enter the search criteria (First Name and/or Last Name) and select the “Search” button. Select the recipient’s name under the Select Recipient column and select the “Select” button. Make sure the recipient information is accurate and select the “Add” button. The recipient’s name will appear on the CC: line.
Note: The CC recipient will not be able to see the Secure Message unless they have their inbox display set to “all.”
2. Attach a file to the response message. Select the Attach a file link.

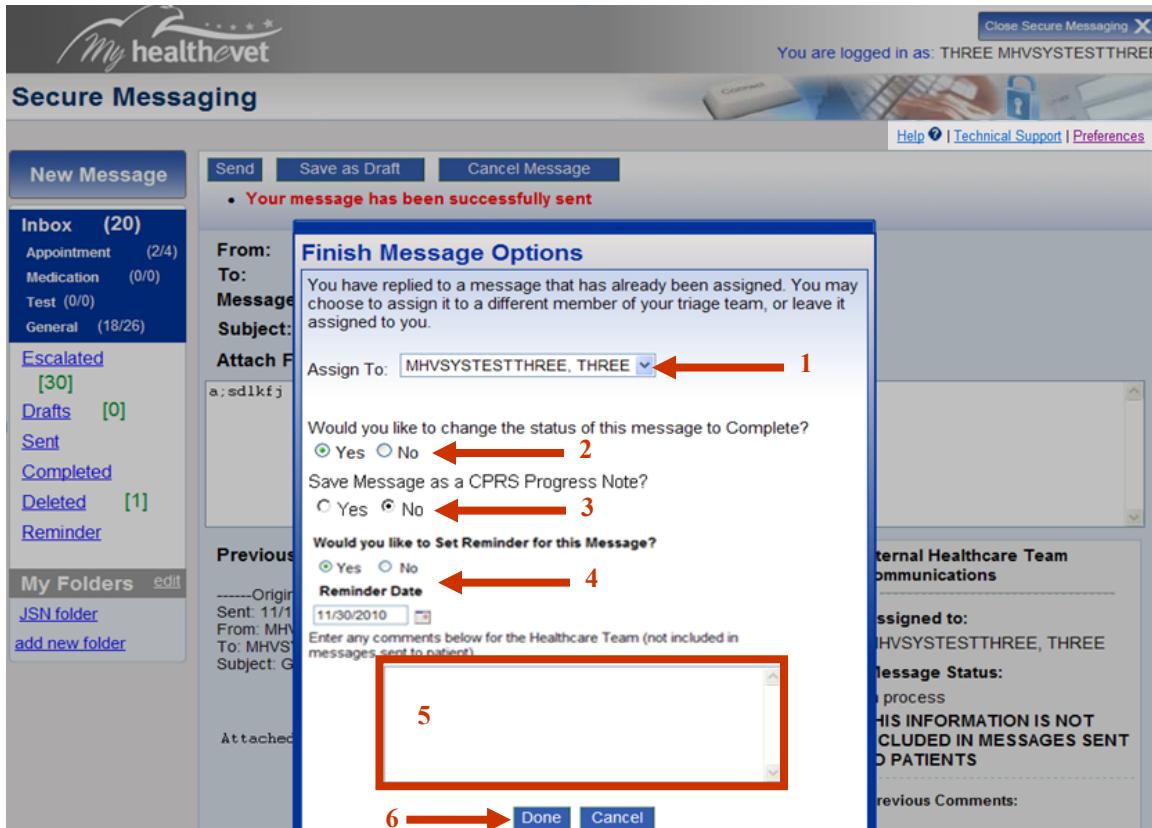
- Enter a file name to upload and select the “Attach” button, or
 - Select the “Browse...” button to locate the file on the computer. Once the file is located, select the file and select the “Open” button, and then select the “Attach” button.
3. Enter a response in the field provided at the bottom of the screen.
4. Users have the option to:
- Send the response. Select the “Send” button.
 - Save the response Secure Message as a draft in the Drafts folder. Select the “Save as Draft” button (the response Secure Message will be moved to the Drafts folder).
 - Cancel the response and return to the original Secure Message. Select the “Cancel Message” button.

The screenshot shows the 'Secure Messaging' interface. At the top, there's a navigation bar with 'My healthvet' logo, user info ('You are logged in as: THREE MHVSYSTESTTHREE'), and links for 'Close Secure Messaging', 'Help', 'Technical Support', and 'Preferences'. Below the bar, the main area has a title 'Secure Messaging' with a red number '4' above it. On the left, a sidebar shows 'New Message' and lists 'Inbox (20)', 'Appointment (2/4)', 'Medication (0/0)', 'Test (0/0)', and 'General (18/26)'. It also includes links for 'Escalated [30]', 'Drafts [0]', 'Sent', 'Completed', 'Deleted [1]', and 'Reminder'. Under 'My Folders', there are 'edit', 'JSN folder', and 'add new folder' options. The main content area has a red box around the top buttons: 'Send', 'Save as Draft' (highlighted), and 'Cancel Message'. Below these buttons, the message fields are shown: 'From: MHVSYSTESTTHREE, THREE (day29)', 'To: MHVSYSTESTONE, ONE', 'Cc: [Search for a CC recipient](#)' (with a red arrow labeled '1' pointing to it), 'Message ID#: 38104', 'Subject: General Inquiry', and 'Attach File: [Attach a file](#)' (with a red arrow labeled '2' pointing to it). A large red box labeled '3' covers the message body area. To the right, a sidebar titled 'Internal Healthcare Team Communications' displays 'Assigned to: MHVSYSTESTTHREE, THREE', 'Message Status: In process', and a note 'THIS INFORMATION IS NOT INCLUDED IN MESSAGES SENT TO PATIENTS'. It also shows 'Previous Comments:'.

Send / Finish Message Options (Complete, Save as CPRS Progress Note)

After entering a response, select the “Send” button (see #4 red box above). When the user selects the “Send” button, a pop-up window titled “Finish Message Options” will appear. The user has the ability to:

1. Reassign the Secure Message to another member of the Triage Group. Select the appropriate member’s name from the “Assign To:” drop-down list. **Note:** If a Secure Message is reassigned, the user will **not** be able to change the message status to Complete.
2. Change message status to Complete. Select the radio button next to “Yes” (or “No”) to make selection. If the Secure Message is marked as Complete, it will be stored in the “Completed” folder and the option to set a reminder will then be available.
3. Save the Secure Message as a CPRS Progress Note. Select the radio button next to “Yes” (or “No”) to make selection. **Note:** For further information related to saving Secure Messages as a CPRS Progress Note, consult the Secure Messaging Health Information Management (HIM) Fact Sheet. [Secure Messaging HIMS Fact Sheet](#)
4. Set a Reminder for the Secure Message (with a Reminder Date). Select the radio button next to “Yes” (or “No”) to set a reminder. If the user selects “Yes”, the option to set a Reminder Date becomes available. Enter the reminder date or select it from the calendar. **Note:** The option for a Reminder is **only** available when the Secure Message is also being marked as Complete.
5. Enter any internal comments – these comments are internal to the health care team and are **not** included in the message sent to the patient. **Note:** Internal Health Team comments are not readily seen by the patients, but they are ultimately discoverable by patients and their representatives via a Release of Information (ROI) request.
6. Select the “Done” button to finish the Secure Message options.



Save as CPRS Progress Note

If the user elects to save the Secure Message as a CPRS Progress Note, (selects “Yes” on the “Finish Message Options” screen) the system will display the entire message thread, allowing the user to select which portions of the thread they want to save as a CPRS progress note .

The screenshot shows the My healthevet secure messaging interface. On the left, there's a sidebar with navigation links: New Message, Inbox (20), Appointment (2/4), Medication (0/0), Test (0/0), General (18/27), Escalated [30], Drafts [0], Sent, Completed, Deleted [1], and Reminder. Below that is a section for My Folders with links to JSON folder and add new folder.

The main area displays a message thread. The first message is from MHVSMFIVE, EMMA, sent at 10:06 AM on 12/07/2010. The subject is "Symptom?". The message content is: "I was just wondering about a strange... Could this be a symptom of...".

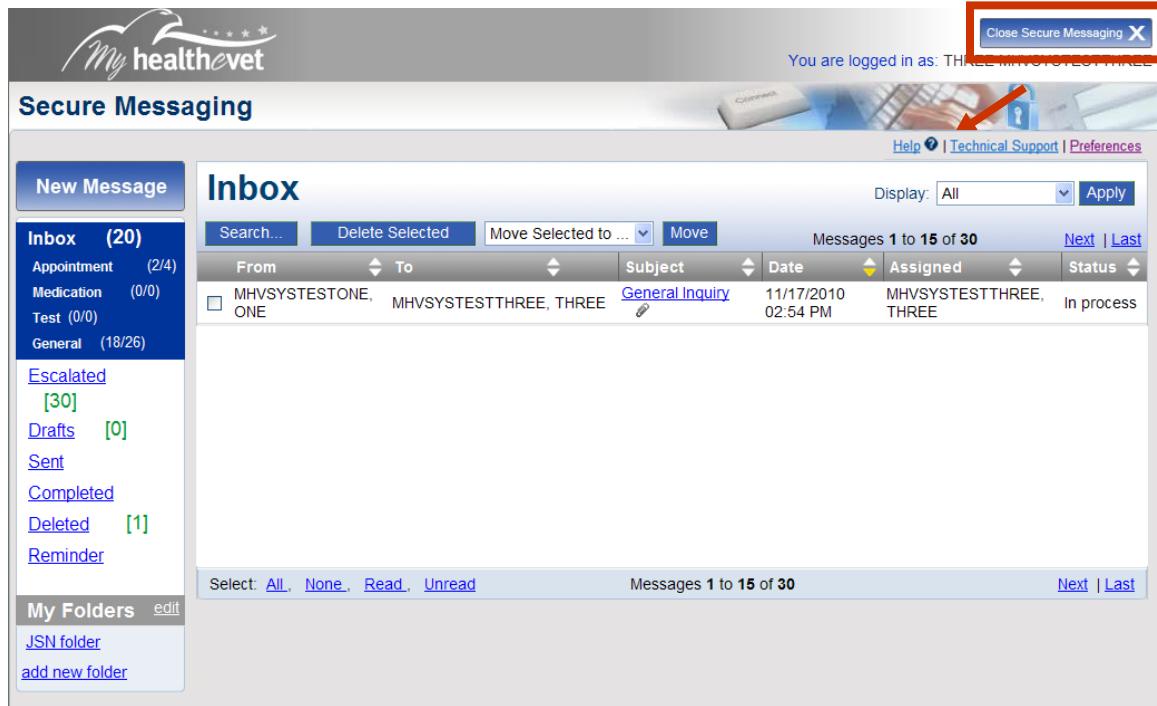
A second message is listed below it, also from MHVSMFIVE, EMMA, sent at 10:27 AM on 12/07/2010. The subject is "Symptom?". The message content is: "a.sdlkfj".

A modal dialog box titled "Save Message as a CPRS Progress Note" is open. It contains fields for Patient Name (MHVSMFIVE, EMMA), Facility (DAYT29), and Date (12/07/2010 10:31 AM). It also lists the two messages with checkboxes next to them. The bottom right of the dialog has "Save as CPRS Progress Note" and "Cancel" buttons.

Users will read through the entire Secure Message thread and select the check boxes (if applicable) next to the portion(s) of the Secure Message they would like to be saved as a CPRS progress note, and then select the “Save as CPRS Progress Note” button.

Additional Information on Secure Messaging

As with all My HealtheVet pages, if additional help is needed using Secure Messaging, select the Help  link located next to Contact Us and Preferences.



The screenshot shows the 'Secure Messaging' interface. At the top, there's a navigation bar with the 'My healthevet' logo, a user status message 'You are logged in as: THREE MHVSYSTESTTHREE', and links for 'Help' (with a question mark icon), 'Technical Support', and 'Preferences'. On the far right of the top bar is a red-bordered 'Close Secure Messaging X' button, with a red arrow pointing to it from the text above.

The main area is titled 'Inbox' and displays 20 messages. The message list includes:

From	To	Subject	Date	Assigned	Status
MHVSYSYTESTSTONE, ONE	MHVSYSYTESTTHREE, THREE	General Inquiry	11/17/2010 02:54 PM	MHVSYSYTESTTHREE, THREE	In process

On the left sidebar, under 'New Message', there are links for 'Appointment' (2/4), 'Medication' (0/0), 'Test' (0/0), 'General' (18/26), 'Escalated' (30), 'Drafts' (0), 'Sent', 'Completed', 'Deleted' (1), and 'Reminder'. Below this is a 'My Folders' section with 'edit' and 'add new folder' options.

Remember: Always log out of the account when finished using My HealtheVet.

To log out of Secure Messaging, select the “Close Secure Messaging X” button located at the top of the screen.