  
Digital Health Modernization/

Medications (MHV to VA.gov)

(Q3 2023) |

Version 1

Revision History

No revisions at this time.

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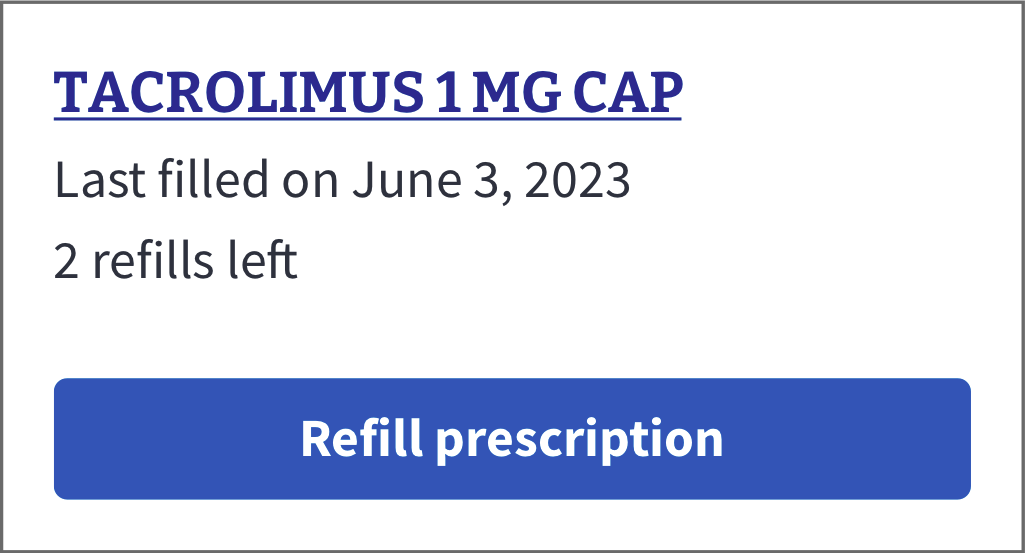
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# Product Overview

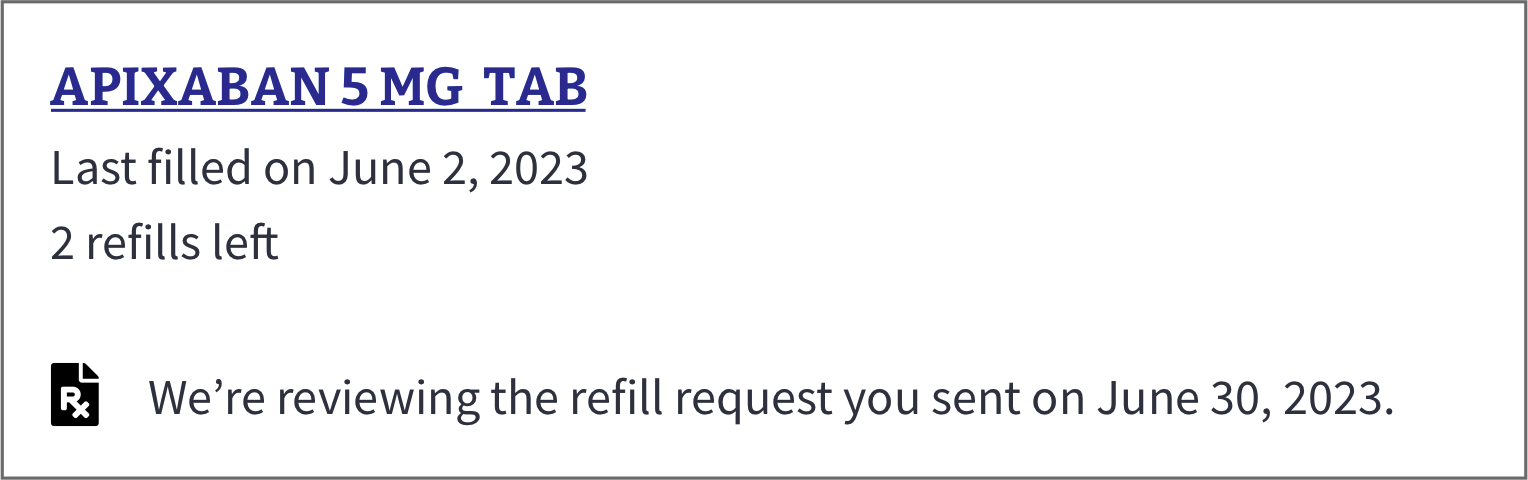
Medications on VA.gov will provide Veterans with a comprehensive online pharmacy experience utilizing familiar legacy features found on My HealtheVet today with various enhancements to the tool. The new application on VA.gov will provide a personalized experience influenced by user-centered-design methodologies to create a seamless pharmacy experience, empower Veterans, and build trust with the VA.

1.1 Assumptions and Standards

Medications on VA.gov replaces My HealtheVet’s table design with a card layout. Each prescription, either medication or supply, is given a card with specific information about that prescription. It is within these cards that Veterans can refill their prescriptions, request renewals, call their pharmacy, or move to the Secure Messaging tool on My HealtheVet. Each card has the same general layout but can present different statuses and action elements depending on the condition of the prescription.



*Figure 1a: Refillable prescription card on a mobile device*



*Figure 1b: Desktop card showing Refill submitted status*

# User Access

In the initial release (Phase 0), functionality will not be linked to VA.gov. Beta users will be invited to use the tool and their account emails will be ‘whitelisted’ which will allow them entry into the experience.

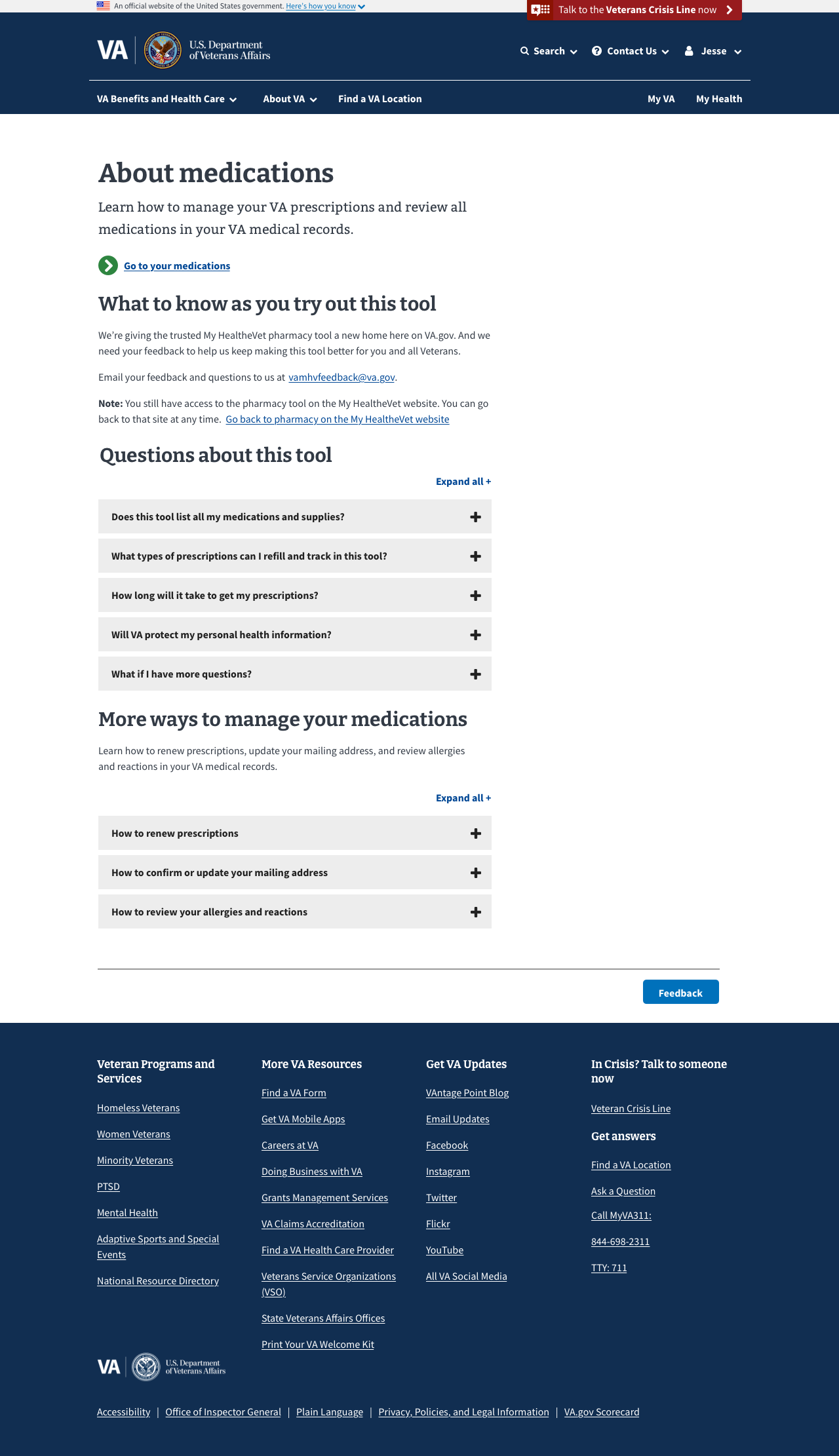
Users that are invited to the new experience will need to authenticate into VA.gov and then navigate directly to the URL they will be provided. They, along with other non-invited users, can still access their legacy/existing MHV Pharmacy experience by following the links in VA.gov.

2.1 Logging into VA.gov to access the new Medications

Invited users will be provided with the url to the new experience, which can be accessed by following the link in the invitation email. Upon accessing this url, users will have the ability to login using one of the existing VA.gov login options.

2.2 Accessing the new Medications on VA.gov Landing Page

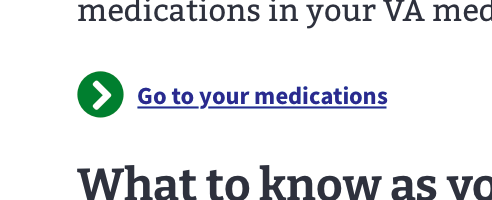
After logging in, approved users will land on the main landing page.



*Figure 2a: Desktop version of the Landing Page*

Future phases of the release will begin embedding the experience into the existing VA.gov (Phases 1-4) after which the only remaining experience of Medications will be this new application.

Access to the Medications tools is via link as seen below in image 2a.



*Figure 2b: Link to Medications tool. After clicking the link users will be taken to the Medications List View page.*

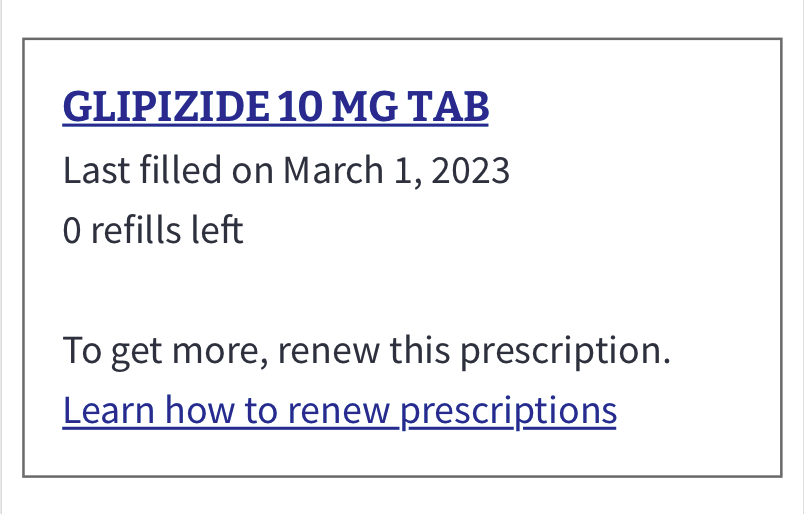
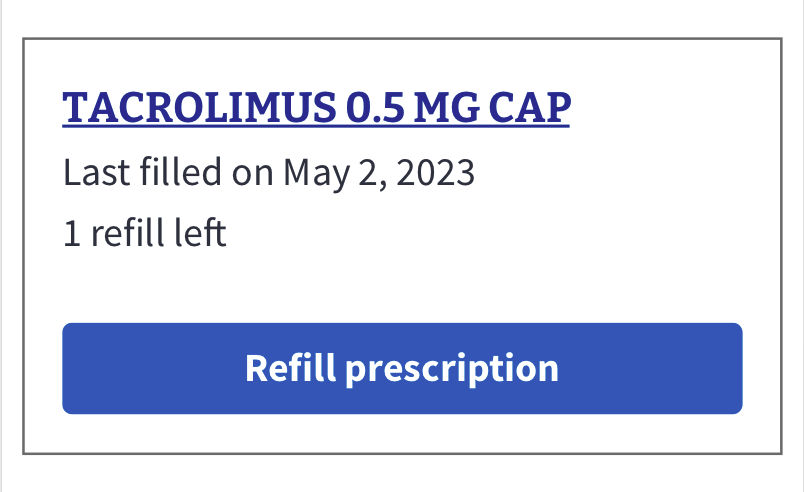
# Navigation

Unlike other tools on VA.gov, Medications will not employ left-side navigation. Veterans will be able to navigate to the two pages within the Medications application, the List View and Details page, through links and breadcrumbs.

3.1 List View navigation

Most navigation in the List View is conducted through the list of prescription cards. Depending on the status of the prescription, different navigation opportunities will be presented. The following navigation capabilities can be found within the cards:

* The Details page is accessed via link embedded in the name of the medication on the prescription card in the List View. Every card has an associated Details page
* Link back to the Landing page describing how to renew a prescription as shown in Figure 3b (when applicable)
* Link back to the Secure Messaging tool on My HealtheVet (when applicable)



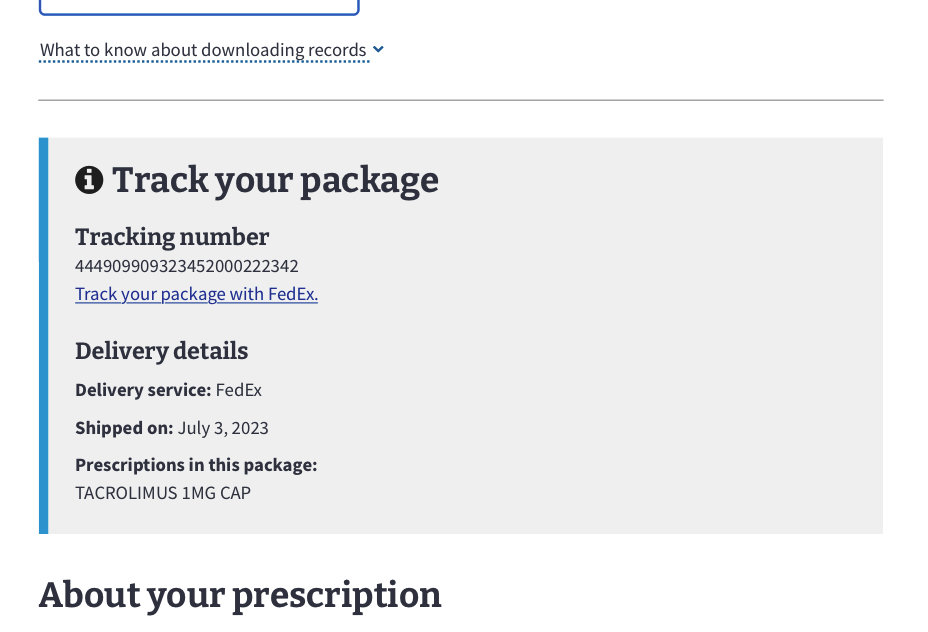
*Figure 3a: Active, refillable prescription example Figure 3b: Active, no refills remaining example.*

3.2 Details Page navigation

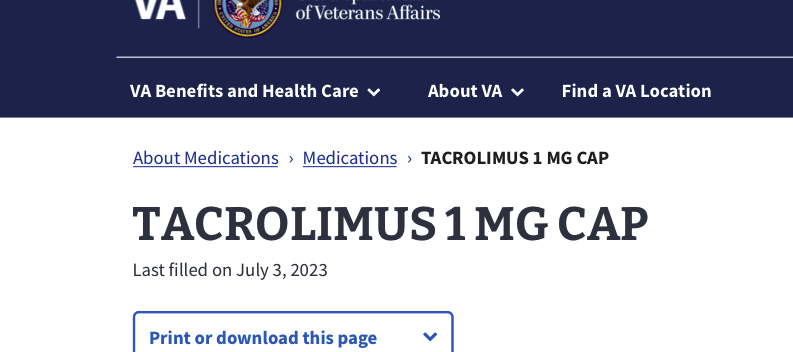
The Details page contains the following navigational capabilities -

* External tracking link to delivery service website (when applicable)
* Breadcrumbs back to the List View
* As found on the cards in the List View, links to the Landing page describing how to renew a prescription (when applicable)
* Link back to the Secure Messaging tool on My HealtheVet (when applicable)

Tracking and shipment information can only be found on the Details page via alert as shown. External links to the delivery service website are offered.



*Figure 3c: A tracking alert for Tacrolimus 1 MG CAP in desktop format.*

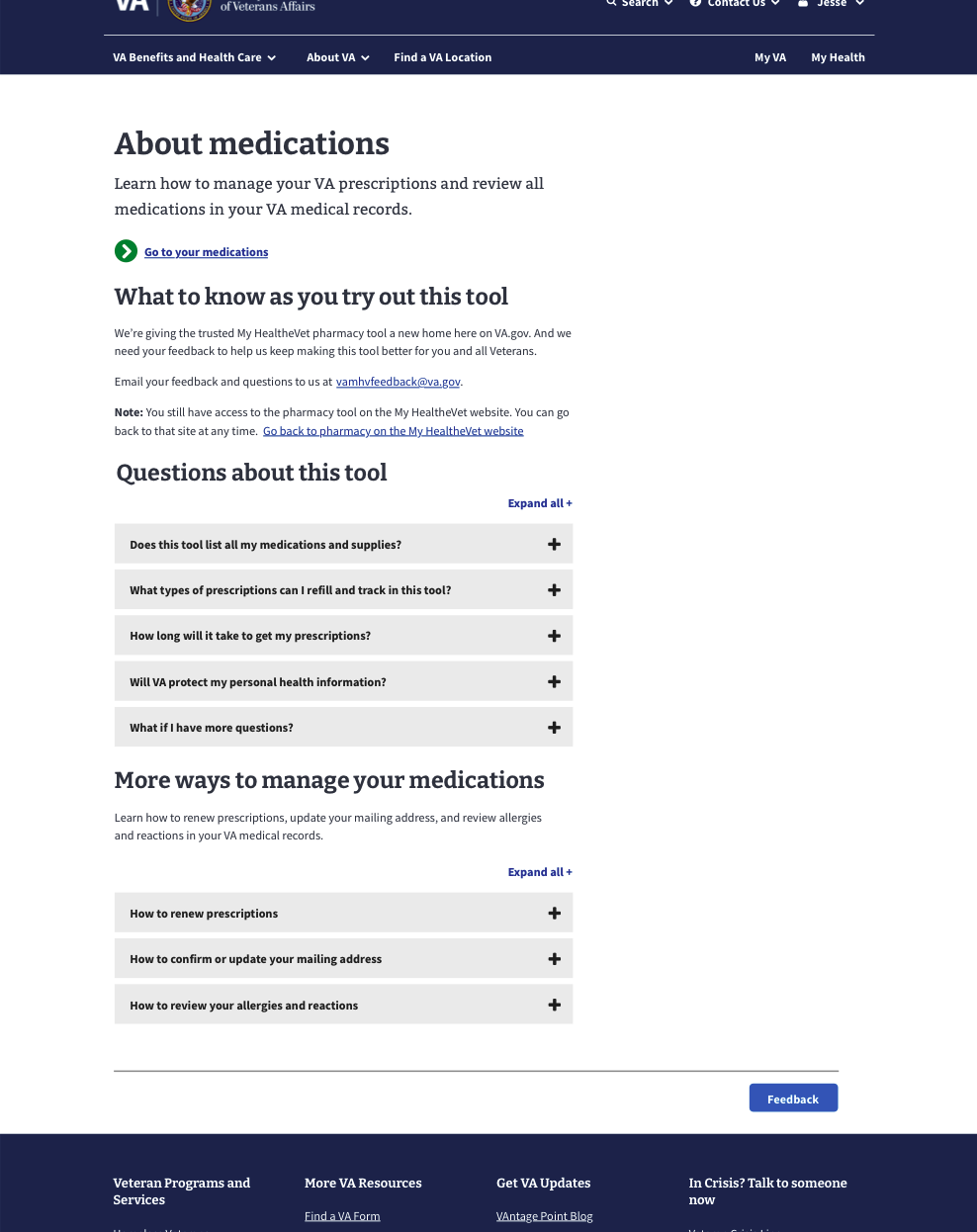


*Figure 3d: Breadcrumbs on the Details page on the desktop version*

# Functionality

The main purpose of the Medications tool is to give Veterans a streamlined, digital tool to refill their medications or supplies and the design reflects this priority in the List View page. Other capabilities are listed below.

4.1 Landing page

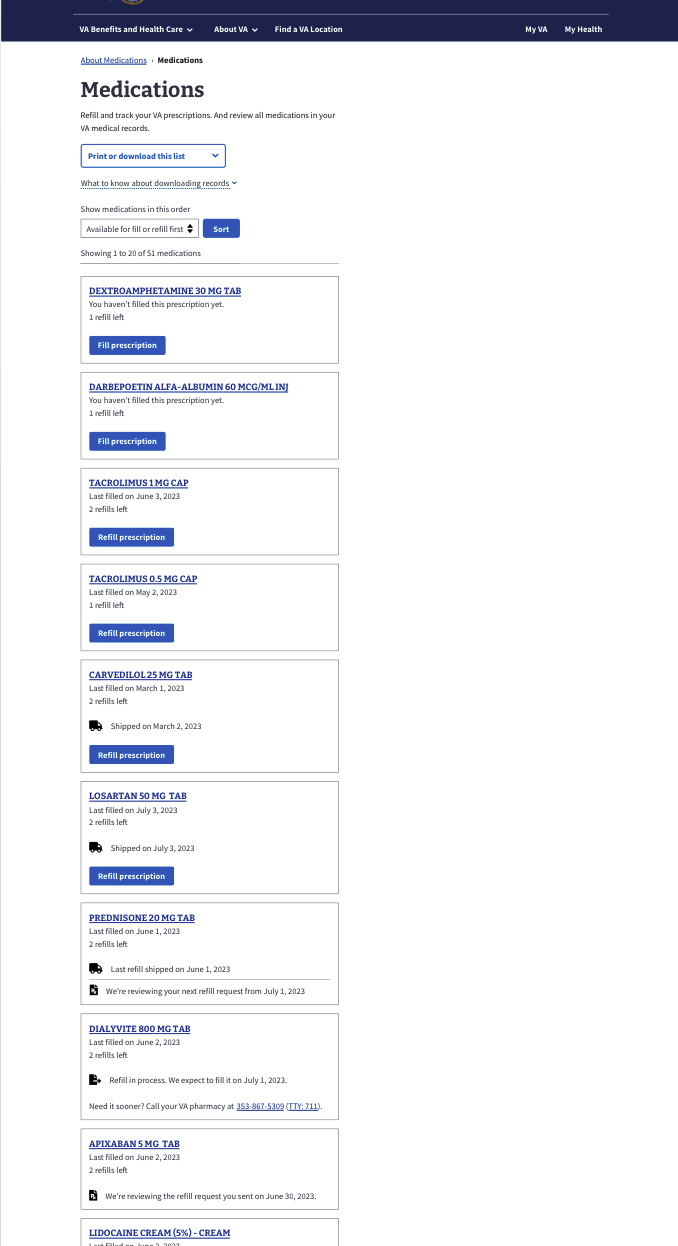


*Figure 4a: Desktop example of the Landing page for Medications on VA.gov*

* Access to the List View page via link
* Users have the following capabilities from the Landing Page -
  + Open Medication List View – accessed via ‘Go to your Medications’ link
  + Provide feedback through email provided ([vamhvfeedback@va.gov](mailto:vamhvfeedback@va.gov))
  + Return to the Pharmacy tool on My HealtheVet
  + A list of answers of frequently asked questions
  + Examples and guidance for external flows, like renewing prescriptions, updating/confirming your mailing address and reviewing allergies/adverse reactions

4.2 List View

The List View functions as a dynamic record of past and current VA and Non-VA prescriptions. It is where Veterans can submit refill requests, access the Details page for a specific prescription (see section 4.3) and view their comprehensive prescription history. By default, the prescription cards are sorted by ‘Refillable’ first and by a secondary sort of the last filled date. The sorting can be adjusted.



*Figure 4b: A desktop version of the List View page*

The prescription refill function was the primary driver for this design. If a refill or fill is available, a large blue button with the option to refill or fill is presented. After a refill or fill is submitted the card is updated throughout the refill process until the medication or supply has been shipped.

* Each card is updated throughout the refill process -
  + Refill available (button)
  + Refill submitted
    - If a Veteran needs the medication sooner than the expected fill date, a pharmacy phone number will be provided for them to call.
  + Refill in process (no action available)
  + Refill shipped
    - Tracking information can be found on the Details page – see below

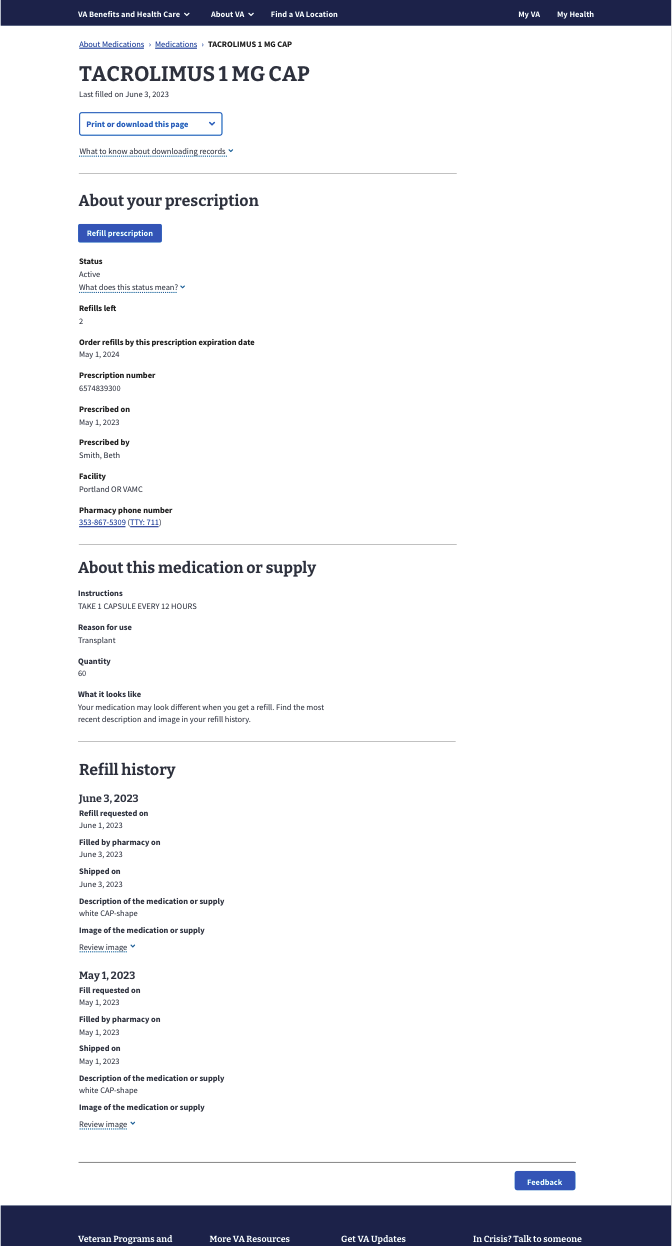
There will be many prescriptions that are ineligible for a refill due to various statuses. Previously, those statuses have confused Veterans. We have removed those statuses and placed ‘next step’ options and some clarifying text to help users understand why they may not be able to refill their prescription.

* Prescriptions with statuses that may prevent refills display the following -
  + 0 refills left - ‘To get more, renew this prescription’ with a like to ‘Learn how to renew prescriptions’ found on the Landing page
  + Discontinued – You can’t refill this prescription. If you have questions, send a message to your care team.’
  + Expired - ‘This prescription is too old to refill. If you need more, request a renewal.’
  + Unknown - ‘We can’t access information about your prescription right now. Call your pharmacy at XXX-XXX-XXXX.’

Other functionality includes downloading and printing the list of prescriptions found in the List View. The user’s recorded allergies and adverse reactions are also found in the same printable file.

4.3 Details page

Each prescription has a Details page which provides an in-depth look at the history of the prescription as well as important information like the reason for use, the prescription expiration date, the prescription number, the status and it’s definition, and more.



*Figure 4c: Desktop version of the Details page for Tacrolimus 1 MG CAP*

Each Details page is separated into 3 distinct sections with accompanying details -

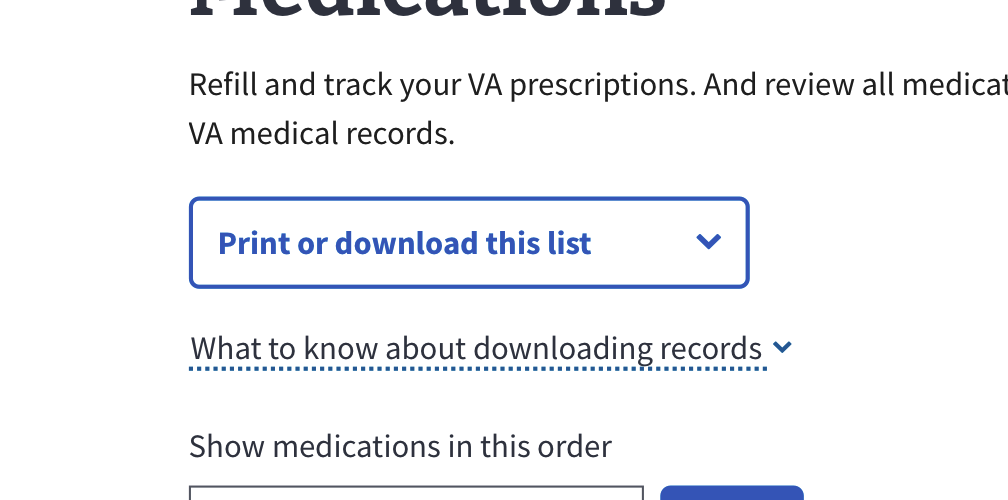
* About your prescription
  + Veterans can refill from the Details page via ‘Refill prescription’ button
  + Status, with dropdown definition
  + Refills left
  + Order refills by this prescription expiration date
  + Prescription number
  + Prescribed on
  + Prescribed by
  + Facility
  + Pharmacy phone number
* About this medication or supply
  + Instructions
  + Reason for use
  + Quantity
  + What it looks like – this section reminds Veterans that images of the medication can be found in the Refill history section of the Details page
* Refill history
  + Fill date
  + Refill requested on date
  + Request filled on date
  + Refill shipped on date
  + Description of the medication or supply
  + Image of the medication or supply in dropdown
    - The drug image example provides a visual snapshot in the history of the medication. Many Veterans report their medications change color or shape, so having a recorded history of the medication is important in case the Veteran forgets or has any questions about what their medication looks like.



*Figure 4d: example of medication image opened*

4.4 Download/Print

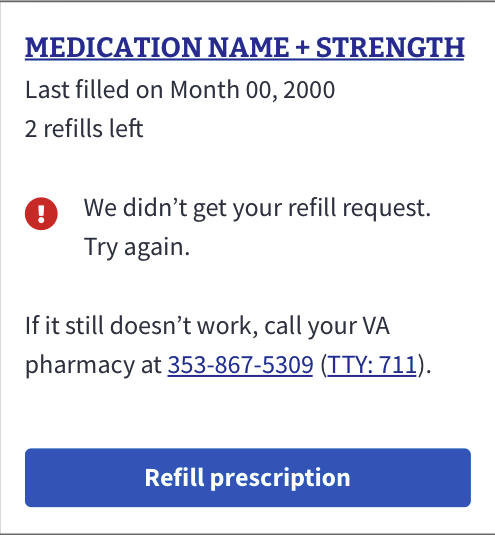
Users will have the option to download and/or print their comprehensive medication list on the List View page or print the details for individual medications on each Details page. All medications will be available to be printed in Phase 0, but other print options will be offered in future phases.



*Figure 4e: Print or download button on the List View page*

# Major Issues and Error Messages

There are no major issues at this time.

Error messages are displayed similarly to refill status updates in the cards and on the Details page.

*Figure 5a: Example of a backend error after a refill request in the mobile version*

1. Table of Figures

No Table of Figures information is available at this time.