

Secure Messaging Through My HealtheVet

Secure Messaging

Secure Messaging (SM) is web-based, encrypted communication between patients and health professionals. For patients, SM through My HealtheVet offers convenient access to healthcare team members for non-urgent issues. For clinical staff, SM provides a personal and efficient way to communicate virtually with patients. Healthcare team members find that online communication tends to be faster than telephone calls and also helps coordinate care. Secure Messaging can substitute for other types of communication and encounters and may improve the quality of in-person visits

Special Recognition in Achieving Secure Messaging Milestones

The My HealtheVet Program recognizes all VA Medical Centers for having achieved full Secure Messaging implementation in Primary Care, Specialty Medicine and Surgical Care.

This is a remarkable feat requiring extraordinary levels of leadership, commitment, creativity, and perseverance.

National implementation of Secure Messaging efforts now focusing on Mental Health, and Rehabilitation and Prosthetic Service, Dentistry, and key non-clinical areas.

Secure Messaging Key Points

- Secure Messaging is for non-urgent communication only
- Patients must complete My HealtheVet In-Person Authentication, visit the Secure Messaging page and Opt In (agree to terms of use)
- Using a Healthcare Team model allows messages to be triaged appropriately
- Messages must be completed within 3 business days, or automatically move to the “Escalated” folder