My healthevet

www.myhealth.va.gov

Track Delivery of VA Prescriptions
User Guide

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Quick Start Guide – Track Delivery of VA Prescriptions Online

You must be registered as a VA Patient and have an [Advanced](#) or [Premium](#) My HealtheVet account to track delivery of your VA prescriptions online. Complete the steps below to begin the tracking process.

Step 1 – Log into your My HealtheVet account, **Login**

Step 2 – Locate and select the **Track Delivery** link on the home page,

The View Prescription Tracking Information page displays,

Step 3 – To view detailed tracking information, select the **Track Delivery** button in the **Tracking** column,

The system displays the **View Prescription Tracking Information Detail** page,

Step 4 – Select the **Carrier Tracking Number** link, and

Step 5 – Select **Continue** to open the Delivery Service website in a new window or tab. Tracking information for the prescription you just selected is available on the Delivery Service website.

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Track Delivery of VA Prescriptions – Feature Overview

The Track Delivery feature is designed to help you track the delivery of your VA prescription refills via My HealtheVet. You may view when your prescription was shipped by a VA Mail Order Pharmacy. The VA Mail Order Pharmacy is a service which dispenses and mails VA prescription refills to VA patients. To use this feature, you must have a My HealtheVet Advanced or Premium account and be registered as a VA Patient.

You can track any prescription refill sent from the VA Mail Order Pharmacy. This may include:

- VA medicine that was refilled or renewed
- Wound care supplies
- Diabetic supplies
- Other products/supplies processed by the VA Mail Order Pharmacy

There is no limit to the number of VA prescriptions you are able to track when they are sent through the VA Mail Order Pharmacy. The Track Delivery feature is available a day or two *after* your prescription has been shipped from a VA Mail Order Pharmacy.

Most prescriptions are handled by the VA Mail Order Pharmacy so you can track them. Some medicine may require close patient follow-up. These medicines are not sent through the VA Mail Order Pharmacy, so the tracking feature is not available.

With a Premium My HealtheVet account, you can use Secure Messaging to contact your VA health care team online to ask about renewing your prescription. To learn more about Secure Messaging, visit Secure Messaging FAQs.

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My HealtheVet is a secure website. The VA follows strict security policies and practices to make sure that your personal health information is safe and protected.

Your VA health care team is not able to view any information in your My HealtheVet account. This includes Track Delivery.

Your VA Pharmacy team is able to track your prescription, but they use a different application to do this.

***Important to Note:** You are responsible for protecting your personal information you print out or download. It is important to protect your information. Protect this information the same way you would protect your banking or credit card information. Do not leave your printed information on a printer. Do not save your downloaded information to a public computer. When using a public computer, save your information to a CD and/or thumb drive. Remember to take the CD or thumb drive with you when you finish. You should never send an email that contains personal information.*
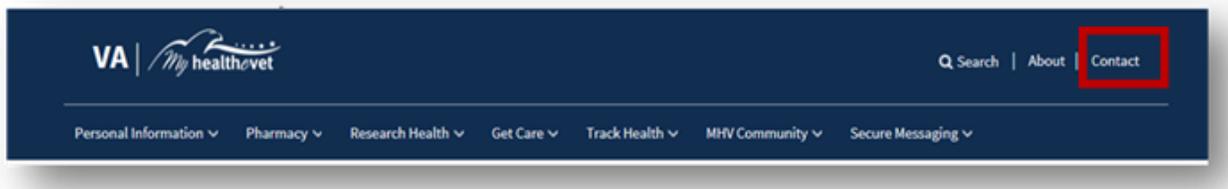
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Where to Find Help

Frequently Asked Questions, Help and Contact MHV

a) Select **FAQ** to go to **Frequently Asked Questions** and get commonly asked questions and answers about tracking VA Prescriptions.

b) Select **Help & User Guides** for general guidance on using My HealtheVet and User Guides for My HealtheVet features.
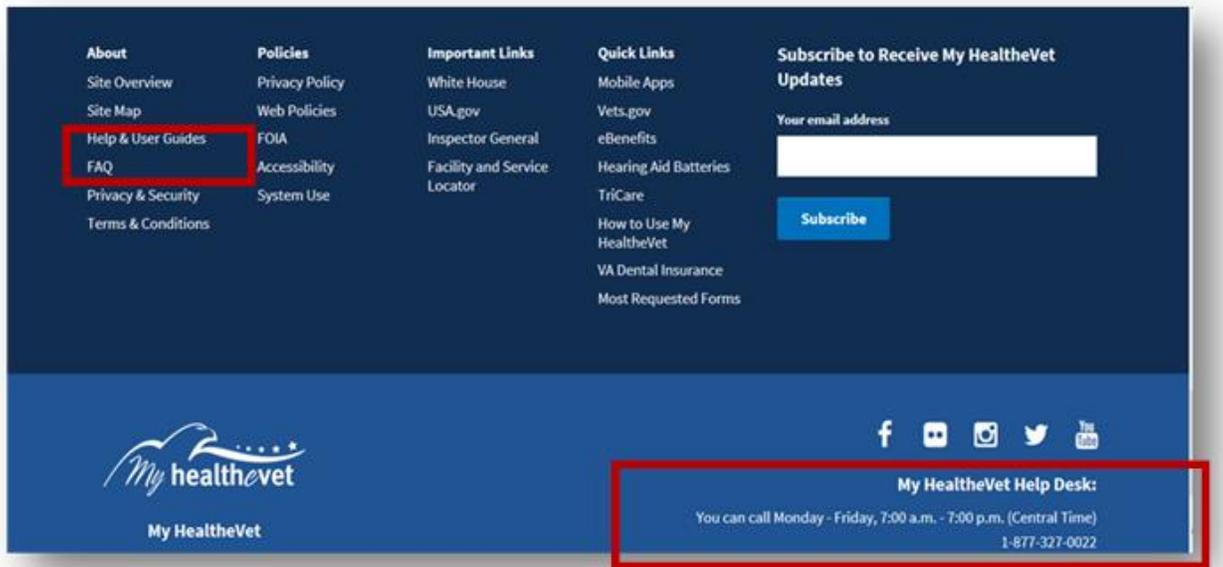
Select **Contact** to send a message to the My HealtheVet Help Desk or contact them at 1-877-327-0022 Monday - Friday, 7:00 a.m. - 7:00 p.m. (Central Time), or 1-800-877-8339 (TTY).

Getting Started

The following is the step-by-step process to track delivery of your VA prescriptions.

Step 1 – Log in to My HealtheVet

Log in to your My HealtheVet **Advanced** or **Premium** account by selecting the **Login** button on the right side of the screen. You must have already registered as a VA Patient. If you do not have a My HealtheVet account, register by selecting the **Register** button on the right side of the screen and complete the registration form. Click on the login link in the Congratulations box to log into your account.
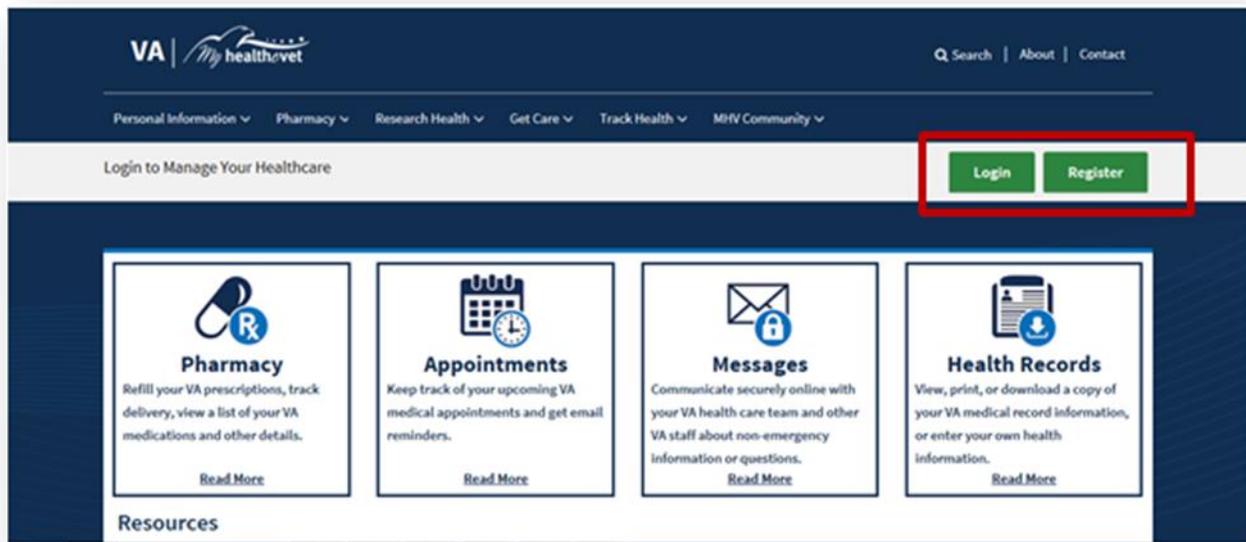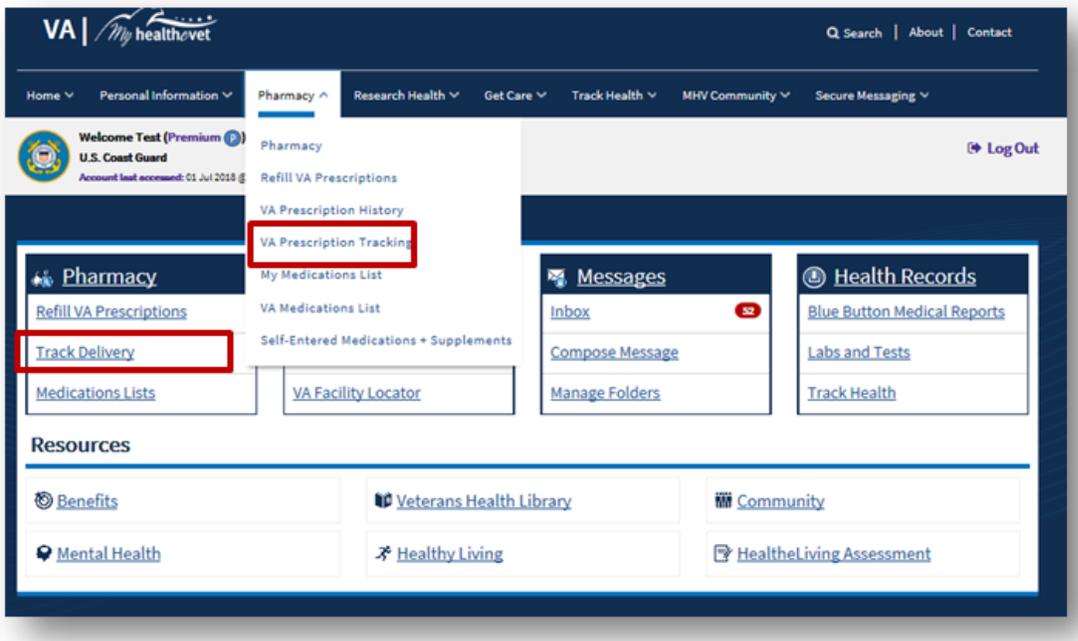
Step 2 – Access VA Prescription Tracking

After logging in, there are three ways you can track the delivery of your VA prescriptions online:

(1) Select the **Pharmacy** or **Track Delivery** link in the Dashboard

(2) You can also select **Prescription Tracking** under the **Pharmacy** tab

When the **Pharmacy** tab in the Dashboard is selected, the system displays the **Pharmacy** page. Select **Prescription Tracking**.

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Step 3 – Select the Track Delivery Button

You are now on the **View Prescription Tracking Information** page. This page shows your VA prescription filled by a VA Mail Order Pharmacy. A prescription sent by a VA Mail Order Pharmacy today takes a day or two to display. To view detailed tracking information, select the **Track Delivery** button in the **Tracking** column.
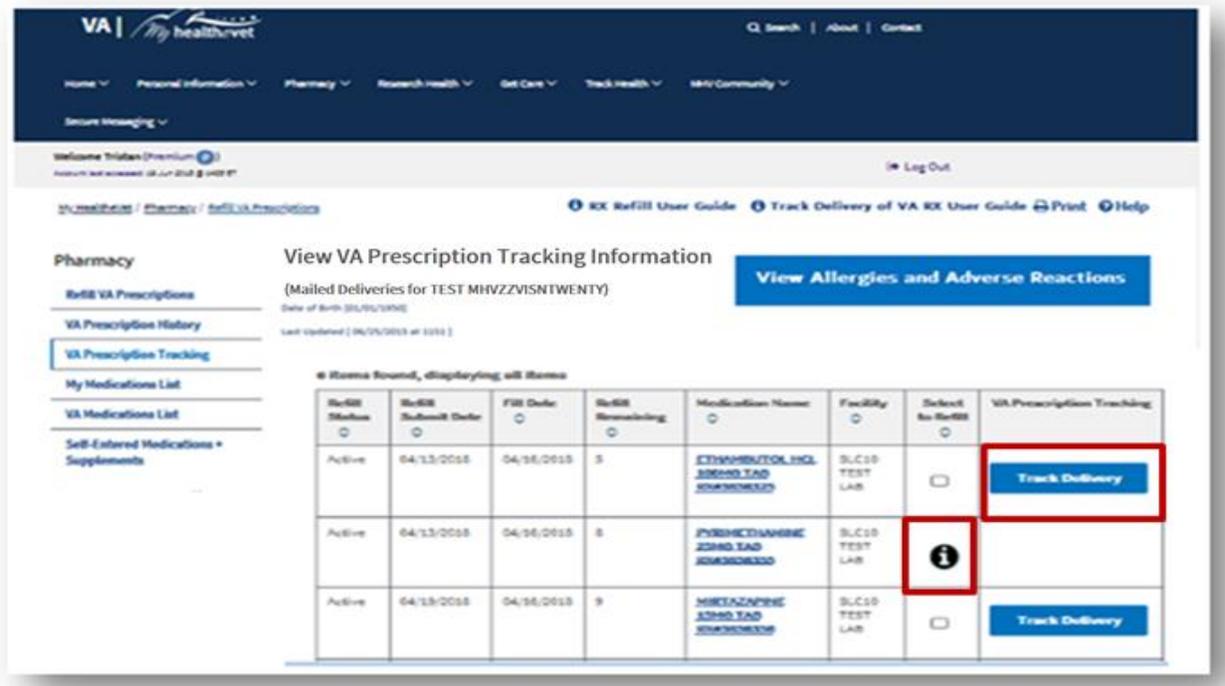
Selecting the **Track Delivery** button takes you to the **View Prescription Tracking Information Detail** page.

Note: The ⓘ in the Select to Refill column appears when a VA prescription is not available for refill at this time. If you have questions about this prescription, please contact your local VA pharmacy.

Step 4 – Select a Prescription Record to Track

The system displays the **View Prescription Tracking Information Detail** page.

1) You can click on the **View Image** link to display a picure of the medicine.

2) An image of the medicine is shown. The image displayed is for identification purposes only and does not mean that it is the dose to be taken. If the medication image shown does not match what you are taking, please contact your VA Pharmacy. When done, click on the **Return to Prescription Information** button.

3) For delivery information, select the **Carrier Tracking Number** link.

   A **warning page** appears to inform you that you will be transferred to a non-VA website (United States Postal Service [USPS] or United Parcel Service [UPS]) to track your prescription delivery.

4) Select **Continue** to open the Delivery Service website in a new window or tab. Tracking information for the prescription you just selected is available on the Delivery Service website.

5) Or, select **Cancel.** You will be returned to the previous page.

6) To exit the Delivery Service website, close that window or tab. To return to the My HealtheVet website, go back to that window or tab.

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