



## Roadmap for Veterans To Address Health Care Issues from Home

Have you ever wondered if you could contact your health care team without leaving the comfort of your home? We have created a simple roadmap so that our Veterans will now know where to go to easily access the correct information. Please see the table below that will help you with many common medical questions and concerns.

There are three (3) options you may choose from depending on the nature of your issue:

1. **Myhealthvet** [www.myhealth.va.gov](http://www.myhealth.va.gov) or 1-877-327-0022
2. **Secure Messaging** [www.myhealth.va.gov](http://www.myhealth.va.gov)
3. **Telcare Nurse** Call 1-877-741-3400 (after hours)

| Myhealthvet  | Secure Messaging   | Telcare Nurse  |
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| Myhealthvet is an amazing website that allows patients to access general health information as well as your own personal health information.   | Secure Messaging enables Veterans and their health care teams to exchange <b>non-urgent</b> health-related information. Health care teams have 3 business days to respond.   | There is a Telcare nurse available 24 hours a day/7 days to answer questions about your medical concerns.  |
| Use Myhealthvet to:  | Use Secure Messaging to:   | Contact the Telcare Nurse for:   |
| <ul style="list-style-type: none"> <li>• Refill prescriptions.</li> <li>• Check appointments.</li> <li>• Review immunization records.</li> <li>• Print test results.</li> <li>• View/Print/download your health record information.</li> </ul> | <ul style="list-style-type: none"> <li>• Renew medication refills that have expired.</li> <li>• Ask questions about test results.</li> <li>• Ask questions about medications.</li> <li>• Change or cancel an appointment.</li> </ul> | Any medical question that needs to be addressed immediately such as: <ul style="list-style-type: none"> <li>• If you are sick or in pain.</li> <li>• If you have cold symptoms.</li> <li>• If your medication is not working.</li> <li>• Need to cancel an appointment.</li> </ul> |

You may be able to avoid a visit and/or have less wait time if you contact your health team rather than walking in.