

Phase I:
**VA Prescription Tracking
on My HealtheVet**



My HealtheVet Release 12.10

September 20, 2014

Soft Launch



August 20, 2014

Presenter

Carnetta Scruggs

Management Analyst/Technical Liaison

My HealtheVet

Securing Americans Value and Efficiency (SAVE) Award

“President Obama believes the best ideas usually come from the front lines. That’s why in 2009 he launched the SAVE Award (Securing Americans Value and Efficiency), seeking ideas from Federal Employees to make Government more effective and efficient and ensure taxpayer dollars are spent wisely”



Past SAVE Awards

▶ Past Awards:

- 2012: Shift to Senior Transit Fares, Frederick Winter, Virginia; Department of Education
- 2011: Create a tool "lending library" for NASA flight projects, Matthew Ritsko, Maryland NASA
- 2010: Trudy Givens, Wisconsin, Bureau of Prisons, Department of Justice
- 2009: Nancy Fichtner, Colorado, Department of Veterans Affairs

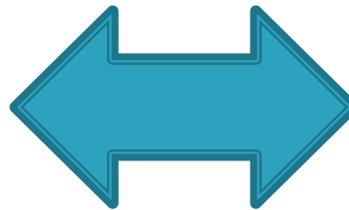
Presidential SAVE Award

- ▶ In December 2013, President Obama awarded Mr. Ken Siehr the 2013 Presidential SAVE award for his suggestion to develop a online prescription tracking system for Veterans
- ▶ The concept received 16,000 of the more than 33,000 votes cast.



Medication Tracking Phone Calls

- ▶ An estimated 1.8 million telephone calls are generated from Veterans seeking to track their medication delivery each year
- ▶ Currently, 2.4 million Veterans could use the My Health^eVet (MHV) tracking feature on release
- ▶ In FY14, 4.5 million prescriptions were mailed to Veterans



* Data extrapolated from FY13 call data from the Pharmacy Call Center at the Health Resource Center

Benefits of My Health eVet (MHV) Prescription Tracking

- ▶ Increased Veteran Satisfaction
- ▶ Veteran Empowerment
- ▶ Meeting Industry Standards
- ▶ Increased utilization of MHV Features
- ▶ Increase the number of Veterans enrolled in MHV
- ▶ Decrease in call waiting times and abandonment rates
- ▶ Decreased call interruptions to direct patient care

Potential Impact Of New Feature

It is expected that MHV Prescription Tracking will increase MHV's utilization *and* decrease Medical Center phone calls

- **Conservative Estimate over 5 years:**
 - Decrease Calls by 11% (1 million calls avoided over 5 years)
 - Veterans enrolled in My Health eVet will increase from 30% to 40%
 - Cost Avoidance of \$4,200,168 over 5 years
- **Aggressive Estimate over 5 years:**
 - Decrease Calls by 27% (2.5 million calls avoided over 5 years)
 - Veterans enrolled in My Health eVet will increase from 30% to 60%
 - Cost Avoidance of \$10,500,000 over 5 years

**Data analysis conducted by VA Center for Innovation*

!! COMMUNICATION ALERT !!

VA Prescription Tracking on My Health eVet will be deployed as a ***SOFT LAUNCH***

The functionality is being deployed *but* on a less used page and without an announcement to the public

- ▶ The implementation of Prescription Tracking will be done in several phases over the next 6–8 months
- ▶ After a period of live testing, a series of additional releases will be sent out to expand the visibility and add additional features

MHV Release – Phased Approach

- ▶ ***Phase I, MHV release 12.10 Sept 2014***
 - Modify existing MHV “Prescription RX History” to allow prescription delivery Tracking. This will include other RXs in the package but will not include images.
- ▶ ***Phase IB, MHV update or emergency patch***
(30 days from deployment of 12.10 release)
 - Modify existing MHV “Refill My Prescriptions” to allow tracking
- ▶ ***Phase II, MHV release 12.11 December 2014***
 - Add new MHV Pharmacy RX Tracking page to allow for Track Deliveries. This will include images and other requirements not addressed.

MHV Phased Approach (continued)

- ▶ *Phase III: Business Use Case (BUC) under development.*
 - Secure Messaging/Text Messaging/E-Mail notification

Prescription Tracking Data Flow

Who can access prescription tracking information?

- **MHV 'VA Patient' registrants who have a Advance or Premium account.**

What prescriptions will be able to be tracked on MHV?

- **Prescriptions Filled at CMOP in the last 45 days**

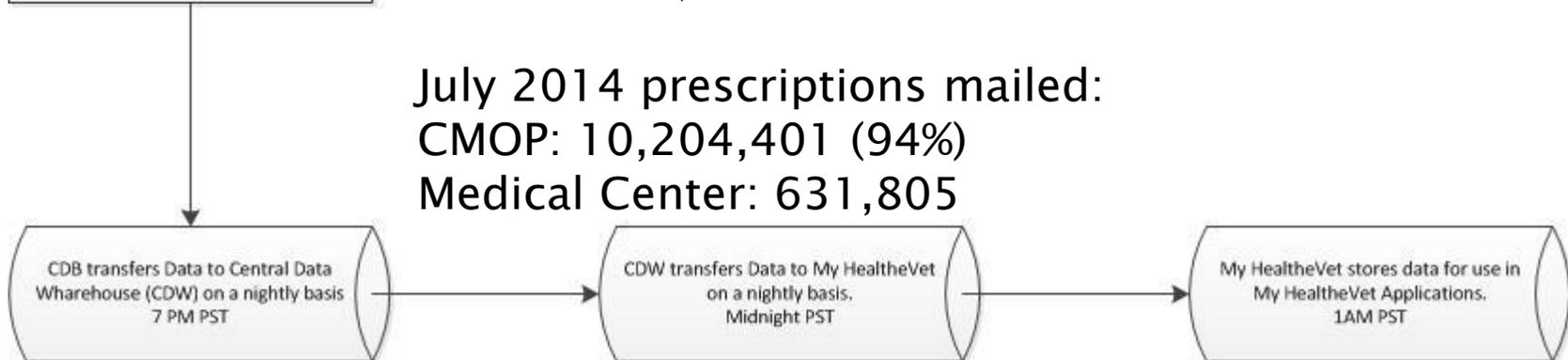
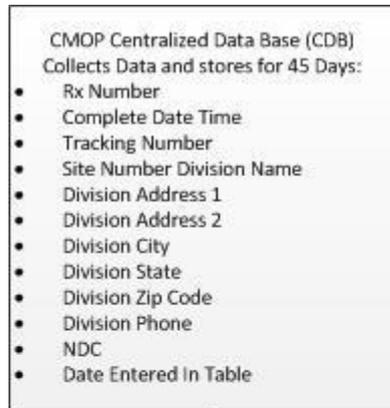
What Prescriptions will not be able to be tracked on MHV?

- **Prescriptions mailed from the Medical Center (ie: C-II Narcotics)**

July 2014 prescriptions mailed:

CMOP: 10,204,401 (94%)

Medical Center: 631,805



Pharmacy

Since its introduction in August 2005, Prescription Refill continues to be the most popular feature of My HealtheVet. Prescription Refill, Prescription History and your Medications health log can be found here in the Pharmacy section.

Refill My Prescriptions 



Do you need to refill your prescriptions? Do it online... [More »](#)

Prescription Refill History 

Last Fill Date	Prescription Num
01/21/2006	7509931
02/24/2006	4829384
05/18/2006	2375102

See the prescriptions you have had refilled online... [More »](#)

My Medications + Supplements



Track medicines, herbals & supplements you take... [More »](#)

My VA Medication List



See the medicines your VA Doctors have prescribed... [More »](#)

**SOFT LAUNCH: PHASE I AND IB
FOR INTERNAL EDUCATION ONLY**

File Edit View History Bookmarks Tools Help

Story 110055: Story... WHAT I BELIEVE IN - W... My HealtheVet Determining the H... 13 things that are a... My HealtheVet VA PD - Project No... Detecting idle time... My HealtheVet

https://mhv-intb.myhealth.va.gov/mhv-portal-web/mhv.portal?..._nfpb=true&_windowLabel=historicalPrescription&historicalPrescription_actionOverride=%2Fgov%2Fva%2Fmed%2F... detecting idle time javascript

Most Visited Glenn's Dev Blog: Sen... K.S. Bhaskar - Google+ ewdGateway2: Node.js... M database gets a boo... Oroville Hospital's Sch... By Light email civic-hacking/EIA-EPA... orcladmin: Simon Has... Sandbox Cloud Docu... LDAP/Weblogic server

Disable Cookies CSS Forms Images Information Miscellaneous Outline Resize Tools View Source Options

Prescriptions History

Meds, OTC, Herbals, & Supplements

Last updated [08/07/2014 at 0547]

You may Track Delivery of your VA prescription refills filled by the VA Mail Order Pharmacy and mailed in the last 45 days. To learn more, visit Track Delivery.

[Help](#) | [Printer Friendly](#)

16 items found, displaying 1 to 10
 First/Prev 1 2 Next/Last
 Number of rows to display per page: 10 25 50 100

Fill Date	Prescription	Status	Facility	Prescription Tracking
8/10/2014	CARBAMAZEPINE 200MG TAB RX#3635933	Refill in Process	SLC4	
8/5/2014	IBUPROFEN 400MG TAB RX#3635916	Active	SLC4	Track Delivery
8/5/2014	MIRTAZAPINE 15MG TAB RX#3635917	Active	SLC4	Track Delivery
8/5/2014	TORSEMIDE 100MG TAB RX#3635919	Active	SLC4	Track Delivery
8/5/2014	SIROLIMUS 1MG TAB RX#3635924	Active	SLC4	Track Delivery
8/5/2014	AMINOGLUTETHIMIDE 250MG TAB RX#3635935	Active	SLC4	
8/4/2014	PAROXETINE HCL 30MG TAB RX#3635925	Active	SLC4	Track Delivery
7/17/2014	ETHOSUXIMIDE 250MG CAP RX#3635938	Active	SLC4	
7/15/2014	ACETAMINOPHEN 325MG TAB RX#3635918	Active	SLC4	Track Delivery
7/14/2014	ETHACRYNIC ACID 25MG TAB RX#3635934	Active	SLC4	

16 items found, displaying 1 to 10
 First/Prev 1 2 Next/Last
 Number of rows to display per page: 10 25 50 100

Logged On As: KATHY ^A

[Logout](#)

Are You At Risk?

Read six steps you should take to improve your security [while using My HealtheVet](#).

6:54 AM
8/7/2014

**SOFT LAUNCH: PHASE I AND IB
FOR INTERNAL EDUCATION ONLY**

- Rx Refill
- Refill Prescriptions
- Prescriptions History**
- Meds, OTC, Herbals, & Supplements

**View Prescription Tracking Information Detail
 (Personal Information of KATHY TESTGPKTHREE)**

Last Update of Tracking Information [08/08/2014 at 0000]

This page has detailed tracking information on your VA prescription. The prescription you are tracking was filled by the VA Mail Order Pharmacy and mailed in the last 45 days. It will also show if you have other VA prescriptions being shipped in the same package.

[Help](#) | [Printer Friendly](#)

Prescription Information	
Prescription Name	SIROLIMUS 1MG TAB
Prescription Number	3635924
Facility Name	SLC4
Rx Information Phone Number	(555)742-7765 EXT 34

Tracking Information	
Date Shipped	08/05/2014
Delivery Service	USPS
Select Tracking Number	5Z000WE0006789855566

Other Prescriptions included in This Package	
Prescription Name	TORSEMIDE 100MG TAB
Prescription Number	3635919

In the last 45 days SIROLIMUS 1MG TAB was also mailed on the following dates

Tracking Information	
Date Shipped	07/16/2014
Delivery Service	UPS
Select Tracking Number	5Z000WE000678985555

Tracking Information	
Date Shipped	07/01/2014
Delivery Service	UPS
Select Tracking Number	5Z000WE000000042766

Member Logout
 Logged On As: KATHY
 Logout

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al-web/mhv.portal?_nfpb=true&_windowLabel=historicalPrescription&historicalPrescription_actionOverride=%2Fgov%2Fva%2Fmed% ... Google

3haskar - Google+ | ewdGateway2: Node.js... | M database gets a boo... | Oroville Hospital's Sch... | By Light email | civic-hacking/EIA-EPA... | orcladmin : Simon Has...

Information | Miscellaneous | Outline | Resize | Tools | View Source | Options

VA Facility Locator | About MHV | RSS Feeds | Help | FAQs | Contact MHV | See

RESEARCH HEALTH | GET CARE | TRACK HEALTH | MHV COMMUNITY | SECURE MESSAGING



Continue to Delivery Service Website

If you select **Continue**, the Delivery Service website will open in a new window or tab. Tracking information for the prescription you just selected is available on that website.

If you select **Cancel** you will be returned to the previous page.

Continue **Cancel**

[Privacy & Security](#) | [Terms & Conditions](#) | [Accessibility](#) | [Site Map](#)
[The White House](#) | [USA.gov](#) | [USA Freedom Corps](#) | [CARES](#) | [Defense Link](#)

**SOFT LAUNCH: PHASE I AND IB
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[Track](#) [Log-In](#) for additional tracking details. [Other Tracking Options](#)

Tracking Detail [Share](#) [Like](#) 1.2m [Print](#) [Help](#) [A](#) [A](#) [A](#)

1Z0AR7020353691025 Updated: 02/25/2014 9:06 A.M. Eastern Time

Delivered 

Delivered On:
Wednesday, 12/04/2013 at 4:05 P.M. [Request Status Updates »](#)

Left At:
Front Door

[Proof of Delivery](#)

Shipping Information

To:
GERMANTOWN, MD, US

Shipped By

UPS Ground

What time will your package be delivered to your home? Get **FREE** Delivery Windows on most UPS packages. [Continue](#)

[I am already a UPS My Choice Member](#)

Additional Information

Shipped/Billed On:	12/02/2013
Type:	Package
Weight:	20.00 lbs

[Shipment Progress](#) [What's This?](#)

SOFT LAUNCH: PHASE I AND IB FOR INTERNAL EDUCATION ONLY

USPS Tracking™



Customer Service ›
Have questions? We're here to help.

Tracking Number: 92748901000687000348871602



DELIVERED

Expected Delivery Day: Friday, August 1, 2014

Product & Tracking Information

Postal Product:
Package Services

Features:
USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
July 29, 2014 , 4:20 pm	Delivered	SAN JOSE, CA 95121
Your item was delivered at 4:20 pm on July 29, 2014 in SAN JOSE, CA 95121.		
July 29, 2014 , 7:25 am	Out for Delivery	SAN JOSE, CA 95111
July 29, 2014 , 7:15 am	Sorting Complete	SAN JOSE, CA 95111
July 29, 2014 , 6:21 am	Arrived at Post Office	SAN JOSE, CA 95111
July 29, 2014 , 5:08 am	Departed USPS Facility	SAN JOSE, CA 95101
July 29, 2014 , 2:53 am	Arrived at USPS Destination Facility	SAN JOSE, CA 95101
July 29, 2014 , 1:38 am	Accepted at USPS Destination Sort Facility	SAN JOSE, CA 95101
July 25, 2014	Pre-Shipment Info Sent to USPS	

Available Actions

- Text Updates
- Email Updates

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NEW LANDING ICON

Prescription Tracking 



Track delivery of your VA Prescriptions ... [More>>](#)

**PHASE II:
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File Edit View History Bookmarks Tools Help

My HealtheVet x Detecting idle time in JavaScript el... x Login - Jazz Team Server x My HealtheVet x My HealtheVet x My HealtheVet

https://mhv-intb.myhealth.va.gov/mhv-portal-web/mhv.portal?... Login - Jazz Team Server

Most Visited Glenn's Dev Blog: Sen... K.S. Bhaskar - Google+ ewdGateway2: Node.js... M database gets a boo... Oronville Hospital's Sch... By Light email civic-hacking/EIA-EPA... orcladmin : Simon Has... Sandbox Cloud Docu... LDAP/Weblogic server

Rx Refill
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Tracking Information	
Date Shipped	07/01/2014
Delivery Service	UPS
Select Tracking Number	SZ000WE000000042766

Member Logout
 Logged On As: KATHY
[Logout](#)

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3:59 PM 8/11/2014

**PHASE II:
 FOR INTERNAL EDUCATION ONLY**

VA Prescription Medication Image

The color and shape of the medicine shown may vary based on the manufacture. If there is more than one manufacture, two images of the medicine may be displayed. If you have any questions, please contact your VA Pharmacy.

Prescription Name:

HYDROXYZINE 25MG CAP

Prescription Number:

11625891A

NDC 43353-0199-53

NDC # 43353-0199-53
Hydroxyzine Pamoate
25mg 60 Capsules

Store between 20-25 degrees C (68-77 degrees F)
See USP Controlled Room Temperature.
Dispense in a light-resistant container as defined by USP.
Keep this and all drugs out of the reach of children.

Mfg. By: **Patheon Pharmaceuticals Inc.**
Cincinnati, OH

Repackaged by **Aphena Pharma**
Cookeville, TN 38506

N 43353-0199-53
Rx Only

Each -<MTC>
For -<DATE>
Lot -<LOT>



mm

Close

**PHASE II:
FOR INTERNAL EDUCATION ONLY**

For questions, please contact...

- ▶ Consolidated Mail Outpatient Pharmacy (CMOP):
 - Michael.Sutherland@va.gov
- ▶ Pharmacy Benefits Management:
 - Eric.Spahn@va.gov
- ▶ My Health eVet Program Management Office:
 - Carnetta.Scruggs@va.gov
- ▶ National My Health eVet Helpdesk:
 - 1-877-327-0022 Monday – Friday, 7:00 a.m. – 7:00 p.m. (Central Time) Or, 1-800-877-8339 (TTY)