



NEWS RELEASE

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FOR IMMEDIATE RELEASE:

Dec. 2, 2011

New tool enhances Veterans' access to their VA health care

OMAHA, Neb. – Veterans who receive primary care services at the Department of Veterans Affairs (VA) Nebraska-Western Iowa Health Care System have a new way to communicate with their health care team that's as fast as e-mail, but completely safe and secure.

“Secure Messaging” allows Veterans to communicate electronically with their primary care team. It's designed for Veterans to have routine communication with their providers for questions about appointments, prescriptions or other non-urgent health care matters. VA plans to expand secure messaging to specialty care areas soon.

Secure messaging helps Veterans avoid long hold times on the telephone or missed calls from their health care team.

To take advantage of secure messaging, Veterans must create an account on My HealtheVet at www.myhealth.va.gov, and check both “VA patient” and “Veteran” when they register. They also must complete an in-person authentication form. Veterans can complete the form at home and drop it off during their next visit to one of eight VA health care system facilities within Nebraska or western Iowa. The form is also available at the facilities.

After the form is completed, it will take a few days for the Veteran to be authenticated. Once authenticated, Veterans can view their VA appointments and laboratory results on My HealtheVet. The site has many additional enhanced features available to Veterans who complete the authentication process.

Once the authentication is completed, Veterans should log-in to their My HealtheVet account, click on secure messaging and “Opt-in,” which is agreeing to the terms and conditions of secure messaging.

“Opting-in only takes a moment,” said Jan Carlin, My HealtheVet coordinator for VA NWIHCS. “But by opting-in now, Veterans will have secure messaging ready when they need it.”

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For more information about secure messaging and the many features of My Health eVet, contact Carlin at 402-995-4966 or e-mail Janice.Carlin@va.gov

The VA Nebraska-Western Iowa Health Care System's mission is to honor America's Veterans by providing exceptional health care that improves their health and well-being. VA NWIHCS employees serve more than 161,000 Veterans in Nebraska, western Iowa and portions of Kansas and Missouri. The system includes a tertiary medical center in Omaha and a Community Living Center in Grand Island, Neb. Community-based outpatient clinics are located in Lincoln, Grand Island, North Platte, Norfolk, and Bellevue, Neb., and Shenandoah, Iowa; and a contract outreach clinic in O'Neill, Neb. For more information, visit <http://www.nebraska.va.gov>.

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