



VA



U.S. Department  
of Veterans Affairs

## Refill Prescriptions User Guide

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## Description of the Refill Prescriptions Feature

You can refill most VA prescriptions. This includes prescription medications and prescription supplies, like diabetic supplies.

The Prescription Refill tool lists medications prescribed by your VA providers. It also lists medications and supplies prescribed by non-VA providers, if you filled them through a VA pharmacy.

If a VA provider entered them in your records, it will also list these types of medications and supplies:

- Prescriptions you filled through a non-VA pharmacy
- Over-the-counter medications, supplements, and herbal remedies
- Sample medications a provider gave you
- Other drugs you're taking that you don't have a prescription for, including recreational drugs

You can't refill some medications. For example, certain pain medications don't allow refills. You'll need to ask your VA provider to renew your prescription each time you need more.

Request your next refill as soon as your prescription arrives. Make sure to request refills at least 15 days before you need more medication.

And if you have prescriptions that are too old to refill or have no refills left, you'll need to renew them to get more. Request a renewal at least 15 days before you need more.

Prescriptions usually arrive within 3 to 5 days after they are shipped.

My HealtheVet is a secure website that follows strict security policies and practices to protect your personal health information.

If you print or download anything from the website (like prescription details), you'll need to take responsibility for protecting that information.

If you're on a public or shared computer, remember that downloading will save a copy of your records to that computer. Make sure to delete any records you download to a public computer.

If you're on a public or shared computer, remember that downloading will save a copy of your records to that computer. Make sure to delete any records you download to a public computer.

## Step-by-Step Guidance

1. Select 'Pharmacy' on the My HealthVet homepage dashboard.

 Pharmacy	 Appointments	 Messages	 Health Records
<a href="#">Refill VA Prescriptions</a>	<a href="#">View My VA Appointments</a>	<a href="#">Inbox</a> <span style="color: red; font-weight: bold;">19</span>	<a href="#">Blue Button Medical Reports</a>
<a href="#">Track Delivery</a>	<a href="#">Schedule a VA Appointment</a>	<a href="#">Compose Message</a>	<a href="#">Labs and Tests</a>
<a href="#">Medications Lists</a>	<a href="#">VA Facility Locator</a>	<a href="#">Manage Folders</a>	<a href="#">Electronic Sharing Options</a>

2. Select 'Refill VA Prescriptions' on the Pharmacy page.

### Pharmacy

The Prescription feature helps you manage your medications that are filled by providers at a VA health facility or by other providers outside of the VA; as well as over the counter (OTC), herbal and dietary supplements that you have added to the medications list. [Find out more](#)

**Note:** VA Prescription History and VA Medication List, from the official VA record, have been moved to My Medications List.

#### [Refill VA Prescriptions >](#)

Request refills of your medications that can be refilled by a VA pharmacy.

#### [VA Prescription Tracking >](#)

View and track delivery of your medicine(s). Tracking information is available a day or two after the VA Mail Order Pharmacy refills it. VA uses commercial delivery services such as United Parcel Service (UPS) and US Postal Service (USPS). Your shipment information will be available for 15 days.

#### [My Medications List >](#)

View medications filled by providers at a VA health facility or by other providers outside the VA; as well as over the counter (OTC), herbal and dietary supplements that you have added to the medications list. Medicines that have expired or been discontinued in the last six (6) months can be viewed.

#### [Self-Entered Medications + Supplements >](#)

Self-enter prescriptions, over-the-counter products, and herbals/supplements YOU entered in your My HealthVet self-entered Medications List.

- Select 'Refill VA Prescriptions' on the Refill VA Prescriptions page.

**Pharmacy**

- Refill VA Prescriptions**
- VA Prescription Tracking
- My Medications List
- Self-Entered Medications + Supplements

**Read Important Information:**  
 Your VA health record or portions of it may be managed on My VA Health.  
 Visit My VA Health at <https://patientportal.mvhealth.va.gov/>.  
[Go to My VA Health](#)

RX Refill User Guide | Track Delivery of VA RX User Guide | Print | Help

[View Allergies and Adverse Reactions](#)

## Refill VA Prescriptions

(Active Prescriptions of  
 Date of Birth [ 01/01/2001 ]  
 Last updated [ 08/09/2023 at 1048 ]

**Verify your address**  
 VA prescriptions are delivered to the mailing address listed in your official VA record and can be updated by contacting the VA pharmacy listed on your VA prescription label.

My HealthVet does not show all your medications and prescriptions.

Request a refill at least 15 days before your supply runs out. Fifteen days allow enough time to receive your medications even if there are unforeseen shipping delays.

Refill Status	Refill Submit Date	Fill Date	Refill Remaining	Medication Name	Facility	Select to Refill/Fill	VA Prescription Tracking
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- Select the prescription in the Select to Refill/Fill column that needs to be refilled. Then select the Submit Refills/Fills button near the bottom of the page.

Last updated [ 08/10/2023 at 0206 ]

**Verify your address**  
 VA prescriptions are delivered to the mailing address listed in your official VA record and can be updated by contacting the VA pharmacy listed on your VA prescription label.

My HealthVet does not show all your medications and prescriptions.

Request a refill at least 15 days before your supply runs out. Fifteen days allow enough time to receive your medications even if there are unforeseen shipping delays.

Refill Status	Refill Submit Date	Fill Date	Refill Remaining	Medication Name	Facility	Select to Refill/Fill	VA Prescription Tracking
Active: Submitted	08/10/2023	07/11/2023	3	ALCOHOL PREP PAD RX#14801157 USE PAD TOPICALLY AS DIRECTED INDICATION (Reason for use): Not Available	Portland OR VAMC	<input type="checkbox"/>	
Active	07/11/2023	07/11/2023	7	CLOPIDOGREL BISULFATE 75MG TAB RX#14801110 TAKE ONE TABLET EVERY DAY INDICATION (Reason for use): Not Available	Portland OR VAMC	<input checked="" type="checkbox"/>	

**Note:** The 'i' in the 'Select to Refill/Fill' column displays when a prescription is not available for refill or to fill.

## View Details on a Prescription

1. To view detailed information for a VA Prescription, select the medication you want to view.

Refill Status ⬇	Refill Submit Date ⬇	Fill Date ▼	Refill Remaining ⬇	Medication Name ▲	Facility ⬇	Select to Refill/Fill ⬇	VA Prescription Tracking
<a href="#">Active:</a> <a href="#">Parked</a>		Not Filled Yet	2	<b>ALLOPURINOL 100MG TAB RX#3636753</b> TAKE ONE-HALF TABLET EVERY DAY FOR 30 DAYS TAKE WITH FOOD	SLC10 TEST LAB	<input checked="" type="checkbox"/>	
<a href="#">Active:</a> <a href="#">Refill in Process</a>	11/09/2021	11/09/2021	0	<b>ALBUTEROL SULFATE 2MG TAB RX#3636751A</b> TAKE ONE-HALF TABLET EVERY DAY FOR 30 DAYS	SLC10 TEST LAB	<b>i</b>	
<a href="#">Active:</a>		11/05/2021	3	<b>ZAFIRLUKAST 20MG TAB RX#3636758</b> TAKE ONE TABLET EVERY TWELVE (12) HOURS FOR 30 DAYS	SLC10 TEST LAB	<input type="checkbox"/>	

2. Detailed information is displayed.

## Refill VA Prescription Information Detail

(Active Prescription of [REDACTED])

Date of Birth [ 07/25/1977 ]

Last updated [ 11/11/2021 at 1032 ]

You are viewing the selected Active Prescription Information.

Prescription Number: 3636753

Medication Name ALLOPURINOL 100MG TAB

TAKE ONE-HALF TABLET EVERY DAY FOR 30 DAYS TAKE WITH FOOD

Fill Date Not Filled Yet

Dispensed On

Status Active: Parked

Facility SLC10 TEST LAB

Ordered On 09/26/2021

Quantity 15

Refills Remaining 2

Expiration Date 09/27/2022


[Return to List](#)


## Where to Find Help

1. Select 'Help & User Guides' for general guidance on using My HealthVet and User Guides for My HealthVet features.
2. Select 'FAQ' to go to Frequently Asked Questions and to get commonly asked questions and answers about tracking the delivery of your medicines and supplies.

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My HealtheVet



**My HealtheVet Help Desk:**  
You can call Monday - Friday, 7:00 a.m. - 7:00 p.m. (Central Time)  
1-877-327-0022  
1-800-877-8339 (TTY)  
**Contact My HealtheVet**  
for any questions or concerns about this site.  
Veteran's Crisis Line: 1-800-273-8255 (Press 1)

3. Select 'Contact' to send a message to the My HealtheVet Help Desk or call them at 1-877-327-0022 or 1-800-877-8339 (TTY).

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## Contact My HealtheVet

We love hearing from our users and value your feedback. If you need help, want to alert us to a concern, share information about a feature, or tell us how we are doing, you have an easy way to contact us.

If you have a question, we may already have what you are looking for. Check below to find a quick and easy answer to some of our more common questions.

### Common Issues

- [Forgotten User ID](#)
- [Forgotten password](#)
- [How to Increase font size](#)
- [Find a VA facility near you](#)
- [Upgrading to a Premium My HealtheVet Account: What do I need to know?](#)
- [Your health care team and My HealtheVet](#)
- [How can I get information about my VA benefits?](#)
- [What is VA Blue Button?](#)
- [View Frequently Asked Questions](#)

If you need additional help, send us details using [this form](#).

You can also call 1-877-327-0022 Monday - Friday, 7:00 a.m. - 7:00 p.m. (Central Time).

Or, 1-800-877-8339 (TTY)

**Note:** When selecting [this form](#), the Contact Us form is displayed on a secure site contracted to VA. When you complete the Contact Us form and select Submit, the information on that form will be stored on the secure contracted site.

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Updated July 1, 2020