My healthevet

www.myhealth.va.gov

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.

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Step-by-Step Guidance

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

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

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

4. 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.

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
Active: Parked		Not Filled Yet	2	ALLOPURINOL 100MG TAB RX#3636753 TAKE ONE-HALF TABLET EVERY DAY FOR 30 DAYS TAKE WITH FOOD	SLC10 TEST LAB	☑	
Active: Refill in Process	11/09/2021	11/09/2021	0	ALBUTEROL SULFATE 2MG TAB RX#3636751A TAKE ONE-HALF TABLET EVERY DAY FOR 30 DAYS	SLC10 TEST LAB	ⓘ	
Active:		11/05/2021	3	ZAFIRLUKAST 20MG TAB RX#3636758 TAKE ONE TABLET EVERY TWELVE (12) HOURS FOR 30 DAYS	SLC10 TEST LAB	☐	

2. Detailed information is displayed.

Refill VA Prescription Information Detail

(Active Prescription of ████████████████)

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 Health*e*Vet and User Guides for My Health*e*Vet 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.

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).

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.

Updated July 1, 2020