



**VA**



U.S. Department  
of Veterans Affairs

## Track Prescription Delivery User Guide

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## Description of the Track Prescription Delivery Feature

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

The Track Prescription Delivery tool lists medications and supplies 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.

You can find tracking information in your prescription details.

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

**Note:** If the delivery method changes, the tracking link displayed may be replaced or no longer appear. Contact your local VA pharmacy for more information.




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.

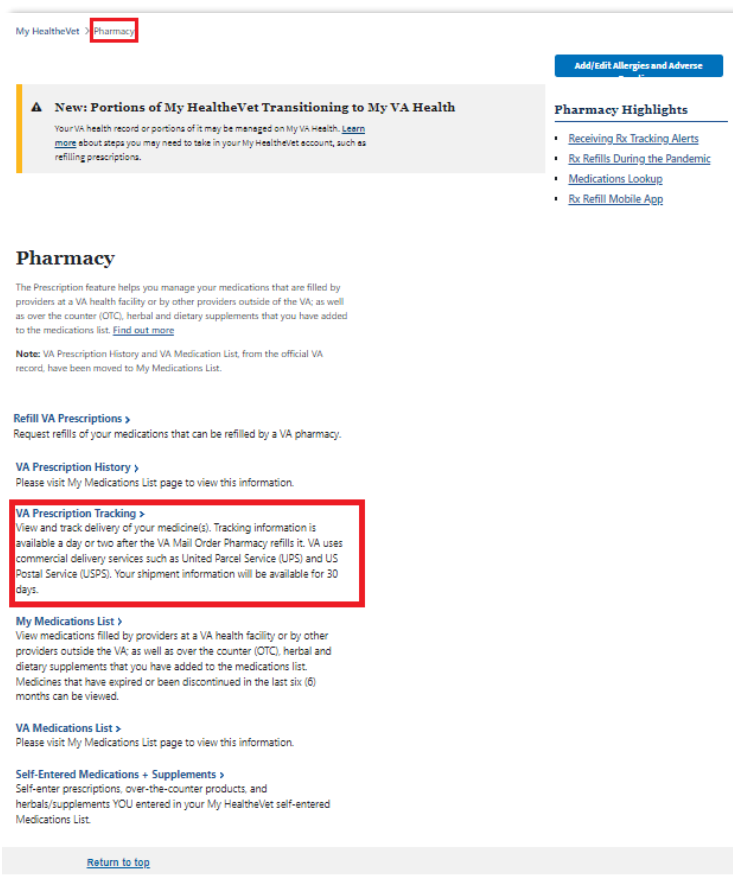
If you're on a public or shared computer, remember that downloading will save a copy of your records to that computer. Make sure to delete any records you download to a public computer.

## Step-by-Step Guidance

1. Select 'Pharmacy' on the My HealtheVet 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 'VA Prescription Tracking' on the Pharmacy page.



My HealtheVet > Pharmacy

[Add/Edit Allergies and Adverse](#)

**▲ New: Portions of My HealtheVet Transitioning to My VA Health**  
Your VA health record or portions of it may be managed on My VA Health. [Learn more](#) about steps you may need to take in your My HealtheVet account, such as refilling prescriptions.

**Pharmacy Highlights**

- [Receiving Rx Tracking Alerts](#)
- [Rx Refills During the Pandemic](#)
- [Medications Lookup](#)
- [Rx Refill Mobile App](#)

### 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 History >**  
Please visit My Medications List page to view this information.

**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 30 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.

**VA Medications List >**  
Please visit My Medications List page to view this information.

**Self-Entered Medications + Supplements >**  
Self-enter prescriptions, over-the-counter products, and herbals/supplements YOU entered in your My HealtheVet self-entered Medications List.

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3. Select 'Track Delivery' on the VA Prescription Tracking page.

MyHealthVet / Pharmacy / VA Prescription Tracking

[RX Refill User Guide](#)
[Track Delivery of VA RX User Guide](#)
[Print](#)
[Help](#)

**Pharmacy**

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

## VA Prescription Tracking

View Allergies and Adverse Reactions

**(Mailed Deliveries for**

Date of Birth [ 12/22/1964 ]

Last updated [ 06/14/2021 at 1103 ]

**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. **i**

The prescription you are tracking was filled by the VA Mail Order Pharmacy and mailed in the last 15 days. It will also show if you have other VA prescriptions being shipped in the same package.

If the VA Mail Order Pharmacy shipped your medication, you can select Track Delivery in the Tracking column to monitor its delivery. You can track the delivery of your medicine for 15 days following the date it was shipped.

Sign up to get VA Rx shipment notifications on your [My Profile](#) page.

**Note:** Not all Rx refill shipments will be eligible for email shipment notifications.

**Important: Possible changes in Tracking Information**

If the delivery method changes, the tracking link displayed may be replaced or no longer appear. Contact your local VA pharmacy for more information.

Dispensed Date	Prescription	Facility	Tracking
03/02/2022	<a href="#">BACLOFEN 10MG TAB</a> <a href="#">RX#3636818</a> TAKE ONE-HALF TABLET THREE (3) TIMES A DAY FOR 30 DAYS	SLC10 TEST LAB	<a href="#">Track Delivery</a>
03/02/2022	<a href="#">BALSALAZIDE DISODIUM 750MG CAP</a> <a href="#">RX#3636819</a> TAKE ONE CAPSULE EVERY DAY FOR 30 DAYS	SLC10 TEST LAB	<a href="#">Track Delivery</a>

4. Select 'Track Delivery' on the View VA Prescription Tracking Information Detail page.

Refill Status	Refill Submit Date	Fill Date	Refill Remaining	Medication Name	Facility	Select to Refill	VA Prescription Tracking
<a href="#">Active Refill in Process</a>	06/02/2021	06/02/2021	10	<a href="#">ACETAMINOPHEN 160MG/5ML ELIXIR (OZ)</a> <a href="#">RX#2720180</a> TAKE 90 BY MOUTH O/D	DAY29	<b>i</b>	
<a href="#">Active</a>	06/09/2021	06/09/2021	10	<a href="#">ACETAMINOPHEN 325MG U.D. (C/P)</a> <a href="#">RX#2720246</a> TAKE 1 TEASPOONFUL BY MOUTH DAILY FOR 30 DAYS	DAY29	<input type="checkbox"/>	<a href="#">Track Delivery</a>

**Note:** The 'i' in the 'Select to Refill' column displays when a VA prescription is not available for refill currently. If you have questions about this prescription, please contact your local VA pharmacy.

5. Select 'View Image' on the View VA Prescription Tracking Information Detail page.

[RX Refill User Guide](#) | 
 [Track Delivery of VA RX User Guide](#) | 
 [Print](#) | 
 [Help](#)

## View VA Prescription Tracking Information Detail

(Prescription Delivery for [REDACTED])  
 Last Update of Tracking Information [ 03/24/2022 at 0940 ]

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 30 days. It will also show if you have other VA prescriptions being shipped in the same package.

Note: To view an image of your prescription medicine, select the View Image link.

### Prescription Information

Medication Name	BACLOFEN 10MG TAB <a href="#">View Image...</a>
Prescription Number	3636818
Facility Name	SLC10 TEST LAB
Rx Information Phone Number	(555)772-0987

### Tracking Information

Date Shipped	03/02/2022
Delivery Service	USPS
Select Tracking Number	<a href="#">2534533636818</a>

### Other Prescriptions included in This Package

Medication Name	BALSALAZIDE DISODIUM 750MG CAP <a href="#">View Image...</a>
Prescription Number	3636819

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6. An image of medicine is shown.

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 [Pharmacy](#) / 
 [VA Prescription Tracking](#)

**Pharmacy**

- [Refill VA Prescriptions](#)
- [VA Prescription History](#)
- [VA Prescription Tracking](#)
- [My Medications List](#)
- [VA Medications List](#)
- [Self-Entered Medications + Supplements](#)

### VA Prescription Medication Image

The image displayed is for identification purposes only and does not mean that it is the dose to be taken. If the medication image shown does not match what you are taking, please contact your VA Pharmacy.

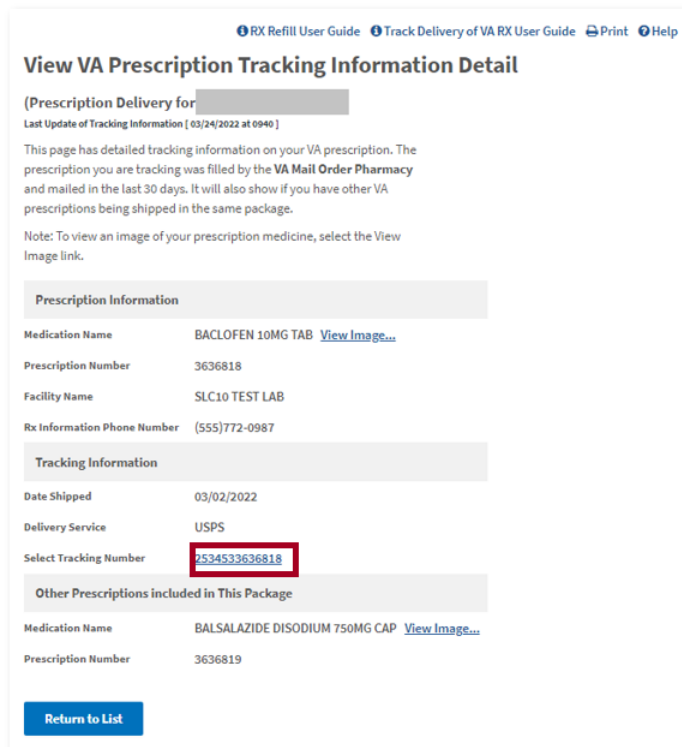
Medication Name	BACLOFEN 10MG TAB
Prescription Number	3636818

[Return to Prescription Information](#)

**Note:** The image displayed is for illustration purposes only. If the medication image shown to you does not match what you are taking, contact your local VA pharmacy.

7. Select the tracking number link.

A warning page displays to inform you that you will be transferred to a delivery service website to track your prescription delivery.




8. Select 'Continue' to open the delivery service website in a new browser window or tab. Tracking information for the prescription you just selected is available on the delivery service website.
9. To exit the delivery service website, close the delivery service browser window or tab. To return to the My HealtheVet website, go back to that window or tab.


## Where to Find Help

1. Select 'Help & User Guides' for general guidance on using My HealtheVet and User Guides for My HealtheVet 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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