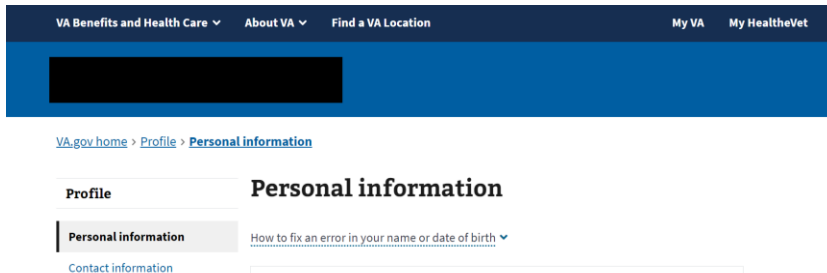# A Primer on Navigating the New James A Lovell FHCC Electronic System

This is Chapter One in how to find your way through the new FHCC Electronic System. Since my primary interest is the ability to renew prescriptions, I fumbled around with all the links and alternative sign on options until I finally think I have a relatively easy way to go in to renew drugs. This only applies to those of us who are using the Lovell FHCC. If you go to another location, you will still be using the MyHealtheVet process.
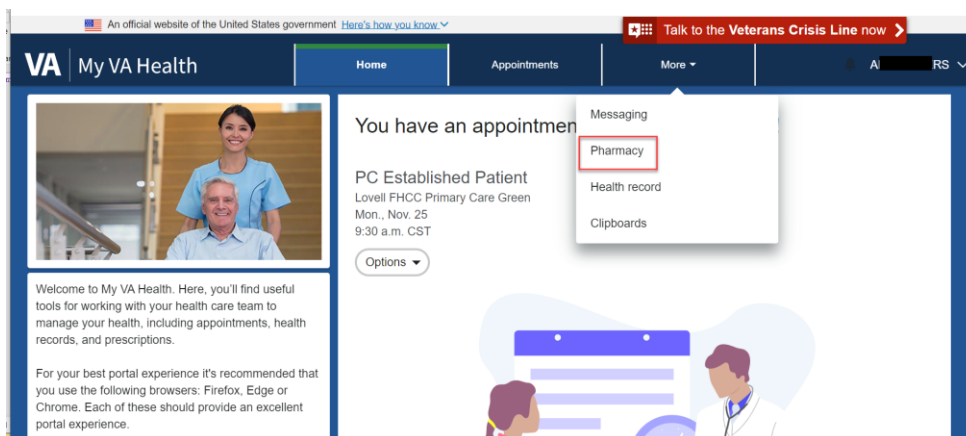
1. Go to VA.gov - https://www.va.gov/

2. Then click on My VA in the upper right corner. This will bring up a screen that is mostly for information. If you scroll down, you find a box about Health Care, and you can click on Go to My VA Health.

3. When that comes up, it is mostly information, the screen allows for:
   - Seeing and cancelling appointments. However, you cannot make new appointments.

   - Clicking on "More" to open the drop down that included Messaging and the Pharmacy.

- Messaging – This section appears to need work! When you go to View and Send Messages, you get an instruction screen, but no action. When you go to View Sent Messages, you can see them, and there is a button to "Send a Message". This button allows you to find the message recipient. However, it includes messaging for lots of locations, so you need to enter "FHCC" to call up only the Lovell contacts.
- Renewing prescriptions. The system defaults to "View current medications" and provides for ordering refills. There is a screen of verbiage, so you need to scroll down to a different (and not very friendly!) screen of your prescriptions (you need to scroll down through each one to find the ones you need to refill). The good news is that I found all my prescriptions!

Viewing health record for:
A▮▮▮▮▮▮▮RS

▮▮▮▮▮▮▮▮▮ oral tablet, extended release

Refills Remaining
2

Dispensed Quantity
90

Last Refill Date
March 5, 2024

Refill Details