



# Mobile Blue Button App

*User Manual*



U.S. Department of Veterans Affairs

Veterans Health Administration  
Office of Connected Care

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# User Manual

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# Overview

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The Mobile Blue Button mobile application (app) helps Veterans better manage their health care needs and communicate with their care teams. By using the Mobile Blue Button App, you can access, print, download and store information from your Department of Veterans Affairs (VA) Electronic Health Record (EHR). With your health care information in the palm of your hand, you can conveniently monitor your health, share data with your family or Caregivers and coordinate with your care teams – whether or not they are VA care team members.

The Mobile Blue Button App displays the significant clinical details from your EHR. Because the app is designed for a mobile device, it is the easiest way to access your EHR when you're away from your computer. **NOTE:** You can see the same details that are displayed in the app - as well as additional information - if you click on the Blue Button on the My HealtheVet website if you have a My HealtheVet Premium account. There may be a delay (24 hours or less) in between data you see in My HealtheVet and data you see in the app.

This app is available for iOS, Android and Windows operating systems and is supported by these Internet browsers:

1. Internet Explorer 10 and higher
2. Safari 7 and higher
3. Firefox 24 and higher
4. Google Chrome 30 and higher

The following User Manual provides an in-depth, step-by-step guide for using the Mobile Blue Button App.

# The Basics

## Prerequisites

To use the Mobile Blue Button App, you must:

1. Be enrolled in VA health care.
2. Have ID.me, DS Logon Level 2 (Premium) or My HealthVet Premium Account credentials - Mobile Blue Button accesses your VA Electronic Health Record (EHR) and therefore, for your security, requires ID.me, DS Logon Level 2 (Premium) or My HealthVet Premium Account credentials.
  - If you do not have a ID.me, DS Logon Level 2 (Premium) or My HealthVet Premium Account, or you are not sure, visit [mobile.va.gov/login-information](https://mobile.va.gov/login-information) for more information.

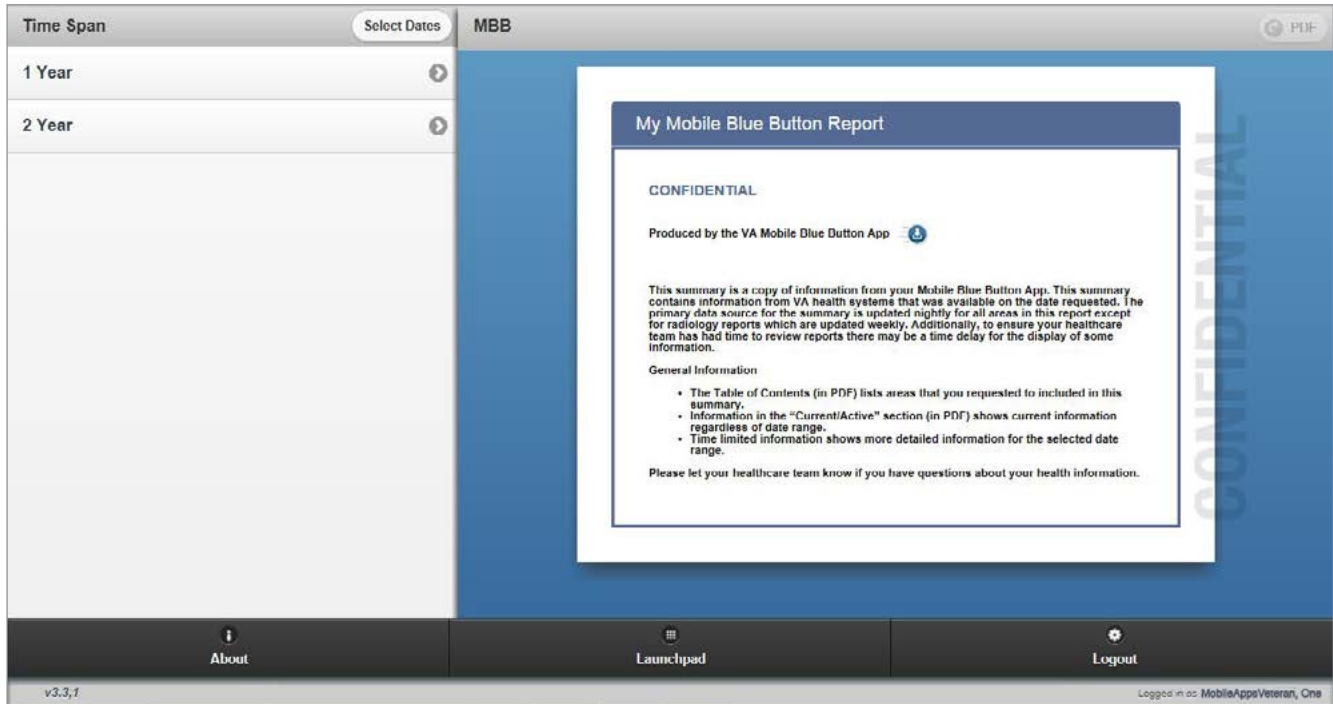
## Logging in

You may log into Mobile Blue Button with ID.me, DS Logon Level 2 (Premium) or My HealthVet Premium account credentials.

- ID.me Account users: Access Mobile Blue Button > You will arrive at an Identity Provider Selection screen, and tap **ID.ME** > You will arrive at a Secure Login Redirect screen > Tap **Accept** to proceed (or tap **Cancel** to return to the Identity Provider Selection screen) > You will arrive at an ID.me Sign In screen > Enter your email address and password, and tap **Sign in** > You will see a license agreement screen > Read the End User License Agreement (“EULA”) and Notice of Privacy Practices (“Notice”) > Tap **Accept**, and you will proceed into the app.
- DS Logon Level 2 (Premium) Account users: Access Mobile Blue Button > You will arrive at an Identity Provider Selection screen, and tap **DS LOGON** > You will arrive at a Secure Login Redirect screen > Tap **Accept** to proceed (or tap **Cancel** to return to the Identity Provider Selection screen) > You will arrive at a DS Logon screen > Enter your DS Logon Level 2 (Premium) Account username and password > Tap **Login** > You will see a license agreement screen > Read the End User License Agreement (“EULA”) and Notice of Privacy Practices (“Notice”) > Tap **Accept**, and you will proceed into the app.
- My HealthVet Premium Account users: Access Mobile Blue Button > You will arrive at an Identity Provider Selection screen, and tap **MY HEALTHVET** > You will arrive at a Login to My HealthVet screen > Enter your My HealthVet Premium Account User ID and password > Tap **Login** > You will see a license agreement screen > Read the End User License Agreement (“EULA”) and Notice of Privacy Practices (“Notice”) > Tap **Accept**, and you will proceed into the app.

**NOTE:** If this is your first time using a VA app that requires a DS Logon Level 2 (Premium) Account, you may have to provide your Right of Access as part of the log in process. The app will prompt you if this is necessary. If it is necessary, you will be taken to a Right of Access screen > Read the Request for Access to Your Health Information > If you would like to continue, tap **Next** > You will go to a Review screen > Read VA Form 10-5345a > If you agree, tap **Verify** to “sign” the form > You will proceed into the app.

**NOTE:** You can access the Mobile Blue Button App either directly or through the VA Launchpad. The VA Launchpad contains links to all VA Apps that access information from your VA EHR. By signing into the VA Launchpad once with your DS Logon Level 2 (Premium) Account, you can access multiple apps without signing into each app separately. If you are accessing the Mobile Blue Button App through the VA Launchpad and have already signed into another app, you will not need to re-enter your credentials.



## Getting to know the screen

Your screen is divided into two windows. The left side of the screen is the Time Span window, which shows you the date range and outlines the sections of information covered in your report. The right side of the screen is the MBB window, which shows you the report the Mobile Blue Button App allows you to access.

## Accessing the VA Launchpad

Through the VA Launchpad, you can access other apps without re-entering your DS Logon Level 2 (Premium) Account credentials. No matter what information you are currently viewing, you can always go to the VA Launchpad. Tap the **Launchpad** button at the bottom of the screen > You will be taken to the VA Launchpad Menu screen.

## Logging out

Tap the **Logout** button at the bottom of the screen.

# Choosing the Time Frame You Wish to View

When you want to review your EHR, you don't have to start from the first day you became a VA patient. The Mobile Blue Button App allows you to choose a time frame so that you can narrow down the information you want to see.

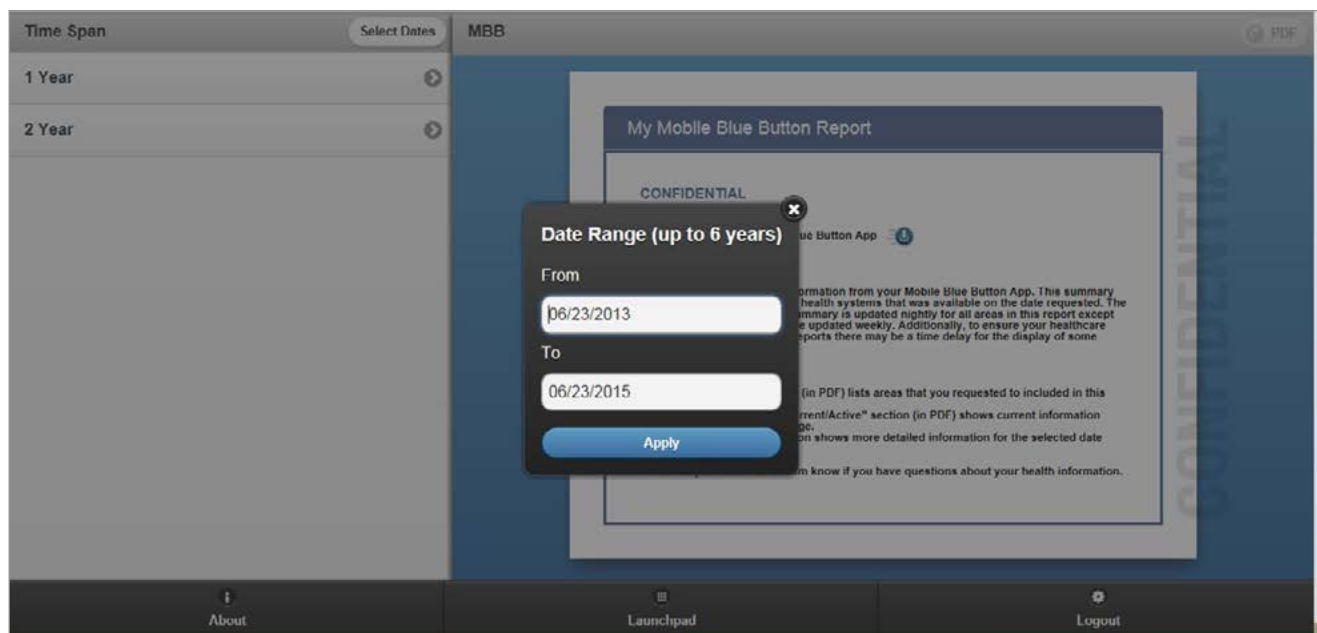
## Choosing a date range

When you first log into the Mobile Blue Button App, the left side of the screen defaults to Time Span. Beneath the heading, you have two options: 1 Year or 2 Year. Tap on your choice to select the time frame. To return to the time frame options, tap the **Time Span** button with the < icon next to the Sections heading.

## Customizing a date range

If you would like to choose your own time frame, go to the Time Span window and tap the **Select Dates** button.

- A Date Range (Up to 6 Years) pop-up window will appear.
- Tap the bar under **From** > A pop-up calendar window will appear > Scroll to the month, day and year you want from the drop-down list that appears > Tap **Set** > The calendar window will close and your selected date will appear in the bar under **From**.
- Tap the bar under **To** > A pop-up calendar window will appear > Scroll to the month, day and year you want from the drop-down list that appears > Tap **Set** > Your selected dates will appear > Tap **Apply** to save > The pop-up window will disappear > Your selected date range will appear as a new option in the Time Span window (left side of screen).



# Selecting and Deselecting the Information You Wish to View

Your EHR holds a lot of information, but you do not have to view it all at once. You can select which categories of information you would like to see.

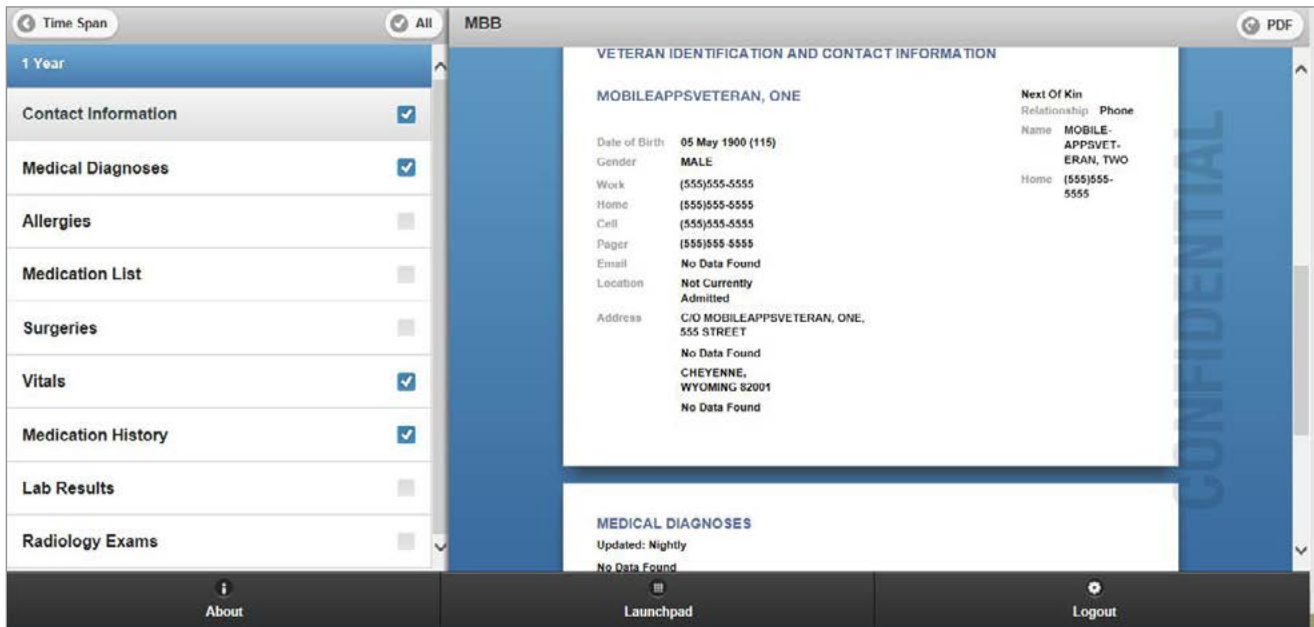
## Selecting specific sections of information to view

Tap the time span you wish to view > A list of the categories of information will appear beneath the selected time frame. The sections are:

- Contact Information
- Medical Diagnoses
- Allergies
- Medication List
- Surgeries
- Vitals
- Medication History
- Lab Results
- Radiology Exams

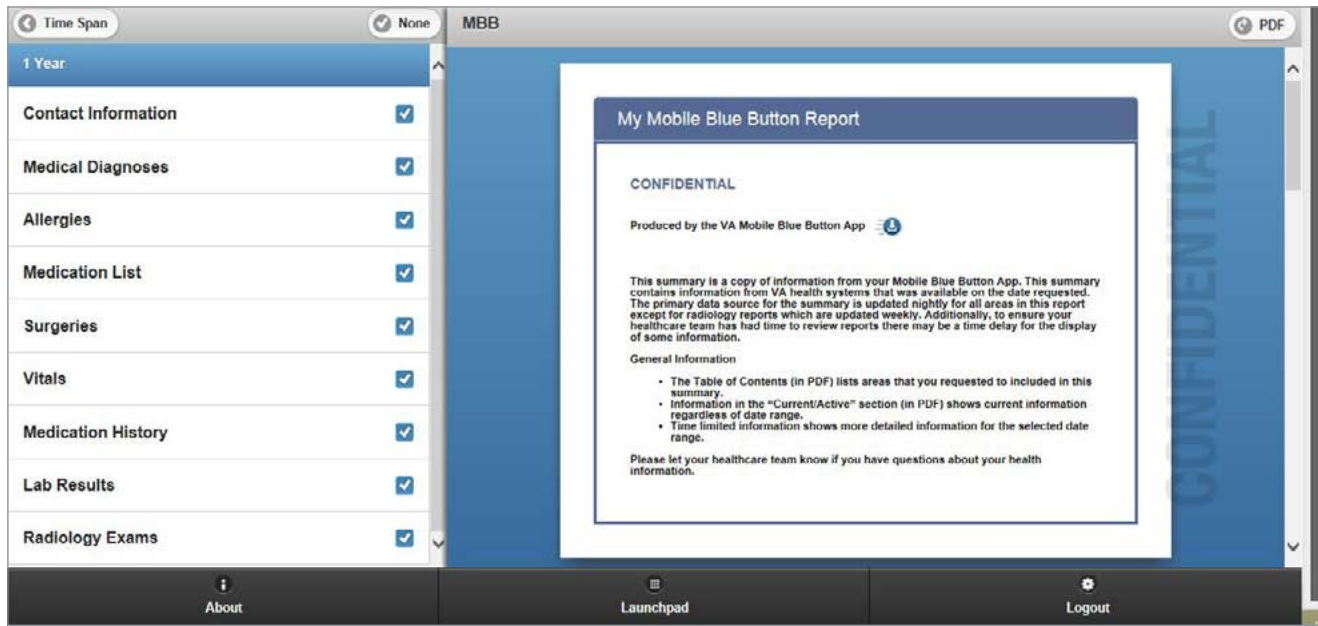
Tap the section(s) you would like to view > Details for the section(s) will appear in the My Mobile Blue Button Report in the MBB window (right side of screen). You can tap as many sections as you wish to see.

**NOTE:** The back button in your browser or mobile device may not be recognized by the app. It's recommended that you use the navigation features contained within the app to access the Mobile Blue Button functionalities and information.



## Selecting every section of information to view

If you want to see all the information in your EHR, you don't have to click on every section name. Instead, tap the **All** button with the ✓ icon > All the boxes next to the section names will be marked > The details for all the sections will appear in the My Mobile Blue Button Report in the MBB window (right side of screen). Scroll through your report to read all the information.



## Deselecting specific sections of information

If you decide you do not want to view a certain section, tap the check mark next to the section name > The box will become blank > This section of information will disappear from the My Mobile Blue Button Report in the MBB window (right side of screen).

## Deselecting every section of information

If you are currently viewing all the sections of information covered in your EHR but wish to clear all of the selected sections, tap the **None** button with the ✓ icon > All the check marks next to the section names will disappear as well as all the information in the My Mobile Blue Button Report in the MBB window (right side of screen).



# Downloading or Printing Your Report

Saving or printing your My Mobile Blue Button Report can be helpful. Having this readily on hand allows you to have a reminder that keeps you on track with your care plan and provides a way for you to share information with your family or Caregivers.

**\*NOTE\* ALWAYS BE CAREFUL WHEN YOU SAVE YOUR HEALTH INFORMATION, AND BE CAREFUL WITH WHOM YOU SHARE THE INFORMATION.**

MOBILEAPPSVETERAN, ONE

**CONFIDENTIAL**

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## My Mobile Blue Button Report

**CONFIDENTIAL**Produced by the VA My Mobile Blue Button App 

This summary is a copy of information from your Mobile Blue Button App. This summary contains information from VA health systems that was available on the date requested. The primary data source for the summary is updated nightly for all areas in this report except for radiology reports which are updated weekly. Additionally, to ensure your healthcare team has had time to review reports there may be a time delay for the display of some information.

### General Information

- The Table of Contents lists areas that you requested to included in this summary.
- Information in the "Current/Active" section shows current information regardless of date range
- Time limited information shows more detailed information for the selected date range.

Please let your health care team know if you have questions about your health information.

Generated exclusively for:  
**MobileAppsVeteran, One**

Date of Birth: **16 May 1900**

## Downloading, saving and printing your My Mobile Blue Button Report

Make sure that the My Mobile Blue Button Report in the MBB window (right side of screen) covers the information you wish to view > Tap the **PDF** button in the upper right corner of the screen > A PDF (an electronic image of your report) will appear in a new tab in your browser > Download, save or print the report like you would other documents. **NOTE:** Downloading, saving or printing the report differs depending on your browser and device. Here are a few contributing factors:

- Mobile Device – How you download, save and print a document depends on the device you're using. Consult your device's operating instructions to see where your downloads are saved and how to print documents.
- Internet Browser – The appearance of the My Mobile Blue Button Report may alter slightly depending on the Internet browser you are using. Go to your browser's Help section to become familiar with the look and features of your preferred browser.

- Adobe Reader – Viewing your My Mobile Blue Button Report as a PDF requires that Adobe Reader is installed on your device. (Adobe Reader is a free, safe software program that reads and allows you to view PDF files.) To download Adobe Reader, go to the Adobe Reader website [get.adobe.com/reader/](http://get.adobe.com/reader/), and select the version that works on your preferred Internet browser.

**NOTE:** If you print your My Mobile Blue Button Report, ensure that you are taking steps to protect your personal information. You should always be careful to whom you give copies of your personal health information, whether the information was entered by you or is from a VA system. Be sure to destroy printed copies of your health information, preferably with a shredder.

## Help and Additional Information

### Additional Training Materials for the Mobile Blue Button App

More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on [mobile.va.gov/appstore](http://mobile.va.gov/appstore), and search for the app to access the resources.

### Help Desk Information

If you need assistance with the Mobile Blue Button App, dial **1-877-470-5947** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711.

### ID.me Help

If you have questions about your ID.me account, visit [www.id.me/about](http://www.id.me/about).

### DS Logon Help

If you have questions about your DS Logon account, visit [mobile.va.gov/dslogon](http://mobile.va.gov/dslogon) or dial **1-800-983-0937** for assistance.

### My HealthVet Help

If you have questions about your My HealthVet Account, visit <https://www.myhealth.va.gov/mhv-portal-web/user-login> or dial **1-877-327-0022** for assistance.

### Mobile Blue Button Report Help

If you have questions about the contents of your Mobile Blue Button Report, contact your VA care team.

### Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: <http://www.va.gov/directory/guide/home.asp?isflash=1>. Note that you should never use this App in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.

## Appendices

### Appendix #1: Project References

This app was developed by Agilex [[www.agilex.com](http://www.agilex.com)] according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. Subject Matter Experts who served in the Mobile Blue Button App's creation are: Dr. Neil Evans, et al.

### Appendix #2: Glossary

**App** – an application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose

**DoD** – Department of Defense

**DS Logon (Department of Defense Self-Service Logon)** – a secure logon ID, created by the Department of Defense (DoD), that verifies the identities of individuals affiliated with DoD or the Department of Veterans Affairs (VA) and allows them to access secure websites and digital resources across DoD and VA using a single username and password

- **DS Logon Level 1 (Basic) Account:** Provides limited access to website features
- **DS Logon Level 2 (Premium) Account:** Offers the highest level of access to website features, including access to your VA Electronic Health Record. (**NOTE:** You must have a DS Logon Level 2 (Premium) Account to use VA's Mobile Apps.)

**eBenefits** – an online portal that allows Veterans, Servicemembers and their families to research, find, access and manage their benefits and personal information

**Electronic Health Record (EHR)** – a digital record of a patient's treatment plan and health care interactions with his or her providers

**ID.me** – A secure digital ID card that allows individuals to prove their identity online

**My HealthVet** – VA's online personal health record – designed for Veterans, active duty Servicemembers, their dependents and Caregivers – to help manage health care, partner with VA health care teams and provide opportunities and tools to make informed decisions about their health

**PDF** – a file format that provides an electronic image of text and/or graphics that looks like a printed document and cannot be edited, but can be viewed, printed and electronically transmitted

**Personal Health Record (PHR)** – a record of health information and data that is entered by the patient

**Radiology** – a branch of medicine that uses some forms of radiation (such as X-rays) to diagnose and treat diseases

**VA** – Department of Veterans Affairs

**VA Mobile Health** – an initiative that aims to improve the health of Veterans by providing technologies that will expand care beyond the traditional office visit and includes the creation of secure mobile apps that will leverage the popularity of wireless technologies to support Veterans, Caregivers and VA clinical teams [More at: [mobile.va.gov](http://mobile.va.gov)]

**Vital signs** – clinical measurements (such as pulse rate, temperature, respiration rate and blood pressure) that indicate the state of a patient's essential body functions