

My HealtheVet Portal

Aquilent provides a number of key services for the development, integration, and maintenance of the VA's My HealtheVet portal to better serve veterans, their families, and health care providers.

the objective_

The largest civilian agency in the federal government, the Department of Veterans Affairs (VA) comprises more than 218,000 employees caring for over 25 million veterans. The My HealtheVet (MHV) Portal was launched to provide a secure environment where veterans can view and manage their Personal Health Record (PHR) online, as well as access health information, health assessments, and electronic services online. MHV provides access to:

- > Trusted health information
- > Patient/clinician collaboration in a secure manner
- > Prescription refill services
- > Links to federal and VA benefits and resources
- > Personal health records

the solution_

In a competitive solicitation, VA selected Aquilent to provide services to continue the development, integration, and maintenance of the MHV portal. The Aquilent team was charged with providing the technical resources to develop the portal and supporting interfaces to the VA VistA system and other external sources of health records.

Aquilent's team includes developers, testers, system administrators, and user experience (UX) analysts in a coordinated effort to:

- > Design, develop, and test new functionality.
- > Work within the new iterative development processes defined by VA's Office of Information.
- > Implement MHV Change Control Board directives.
- > Provide configuration management and build support.
- > Develop and execute a Software Quality Assurance Plan.

MHV is an eHealth portal implemented with BEA WebLogic, and it provides veterans, their families, and health care

providers easy access to health information, tools, and services. Portal features implemented by Aquilent include prescription refill enhancements, viewing of appointments and co-pay balances, secure messaging, and veteran access to personal medical records. MHV core systems achieve internal integration by means of a service-oriented architecture, utilizing web and Java services.

the payoff_

MHV has grown from a small informational website to an enterprise portal with more than 700,000 users and more than one million prescription refill transactions processed per year. Aquilent has developed integrations with the VA's legacy VistA systems as well as new HealthVet components to expand MHV capabilities and value to the veterans and the agency. New features provide greater than 100 million dollars in savings for the VA through:

- > Reduced demand for paper copies of medical records
- > Reduced demand for in-person visits as they are replaced with online collaboration between provider and patient
- > Reduced no-show rates as a result of online appointment reminders.

HIGHLIGHTS

- > Designed easy-to-use, secure access to health information and records.
- > Enabled online access to appointment scheduling and services such as prescription refills.
- > Provided technical resources to develop and promote code for the production portal.
- > Contributed user experience analysis and software quality assurance.
- > Developed supporting interfaces for integration with VA systems, including VA VistA medical center systems and Master Patient Index.
- > Provided key resources for the secure messaging function between veterans and clinicians/providers.

