

AudioCARE Tips



Did you know?

My HealthVet gives you 24/7 access to:

- Prescription refill and renewal
- Medical appointments (old, new)
- Secure Messaging
- Laboratory results
- Clinical notes
- Imaging and Radiology results
- Food journal (self-entered)
- Activity journal (self-entered)

For more information about registering for My HealthVet, visit www.myhealth.va.gov.

AudioCARE™ Services

Refill and renew prescriptions

Review all upcoming medical appointments

with a single phone call



You must use a touch-tone phone to use AudioCARE services.

If you do not have a touch-tone phone, you must continue to mail in your refill requests.

This system cannot be used for pharmacy window pickups - it is for mail-out refills only.

Note: Registered My HealthVet users can refill VA prescriptions online at www.myhealth.va.gov.



Martinsburg VA Medical Center
510 Butler Ave.
Martinsburg, WV 25405



Martinsburg VA Medical Center
510 Butler Ave.
Martinsburg, WV 25405
304-263-0811
(Toll Free) 800-817-3807
www.martinsburg.va.gov/patients/audiocare.asp

What is AudioCARE™?

AudioCARE™ is a phone service that gives you more control of your VA health care. In addition to over-the-phone prescription refills, AudioCARE now enables you to renew pharmacy prescriptions and check the status of all upcoming medical appointments.

What are the AudioCARE™ features?

Appointment Reminders

Never forget another appointment again with over-the-phone appointment reminders.

Appointment Inquiry

This new enhancement will allow you to confirm, cancel or reschedule your upcoming medical appointments over the phone.

Renew Pharmacy Prescriptions

In addition to refilling prescriptions, Veterans will now have the option to renew their pharmacy prescriptions over the phone.



How do I use the AudioCARE™ features?

The AudioCARE™ features are quick and easy to use. Follow the steps below to access the AudioCARE™ features.

Step 1: Dial 304-263-0811 or (toll-free) 1-800-263-0811.

Step 2: Press 1 for pharmacy services. Press 2 to inquire about an upcoming appointment.*

Step 3: When prompted, enter Social Security number.

*After each upcoming appointment announcement, you will be asked to confirm, cancel or reschedule.

Appointment Reminders

- You will be called two days prior to your scheduled appointments.
- The appointment reminder will state the date and time of your appointment and give you the option to confirm, cancel or reschedule.
- If you are not at home and have an answering machine, the reminder message will play twice.
- If you do not want to receive appointment reminders, speak to your primary care clerk.



Prescription Refills

- It is recommended that you place prescription refill orders 3-4 weeks in advance.
- If you have already requested a refill using AudioCARE™, do not mail in a separate request.