



Important Changes to the Health Record System for Mann-Grandstaff Veterans

On Oct. 24, 2020, the Department of Veterans Affairs (VA) Mann-Grandstaff VA Medical Center (VAMC) and community-based outpatient clinics (CBOCs) in greater Spokane, Washington, implemented a new electronic health record (EHR). This change is part of the modernization efforts VA is making to enhance your health care experience.

Part of this change is a new patient portal for managing your health care online, called My VA Health. This new tool complements My HealthVet for care received at Mann-Grandstaff VAMC and CBOCs in greater Spokane, Washington. For care received at other VA facilities and CBOCs, continue using My HealthVet.

As part of this transition, we request all Veterans to bring your third-party insurance card and a list of medications you are currently taking to your next visit. This will help ensure we have the correct information on file for you.

Accessing the new patient portal

You must have a Premium My HealthVet account, Premium DS Logon Account or an ID.me account.

- To access the new patient portal, My VA Health, you will sign in as you do today for My HealthVet at myhealth.va.gov or VA.gov.
- If you have a basic or advanced My HealthVet account, you must **upgrade your account** to Premium. Go to <https://www.myhealth.va.gov/premium> for a step-by-step guide on upgrading your account.

Confirm your contact information on file is accurate:

- Please make sure your phone number(s), email and mailing addresses are up to date in your VA profile at VA.gov. **Temporary addresses will no longer be accepted.**
- My VA Health will use your email address on file at VA.gov to send appointment reminders, message notifications and more.
 - The first time you sign into My VA Health, you will be prompted to choose your notification preferences for updates to health record and new messages and confirm your email address.
- To make updates, sign in to VA.gov using your Premium DS Logon account, Premium My HealthVet account or a verified ID.me account, or call Mann-Grandstaff VAMC at 509-434-7000.

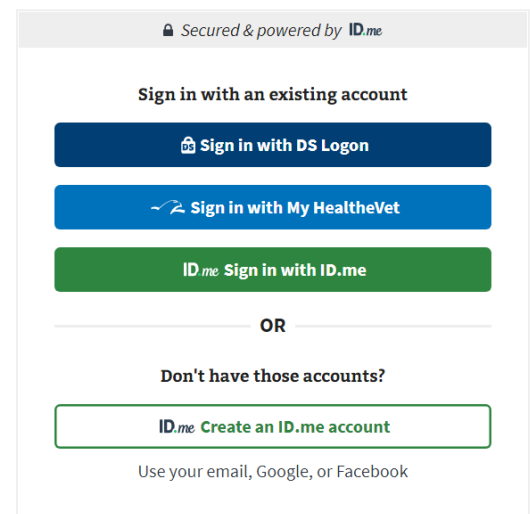
Get Started on My VA Health

You can access the portal via:

- VA.gov: <https://www.va.gov/sign-in/>
- My HealthVet: www.Myhealth.va.gov
- My VA Health: <https://patientportal.myhealth.va.gov/>

Use the **same account that you use today:**

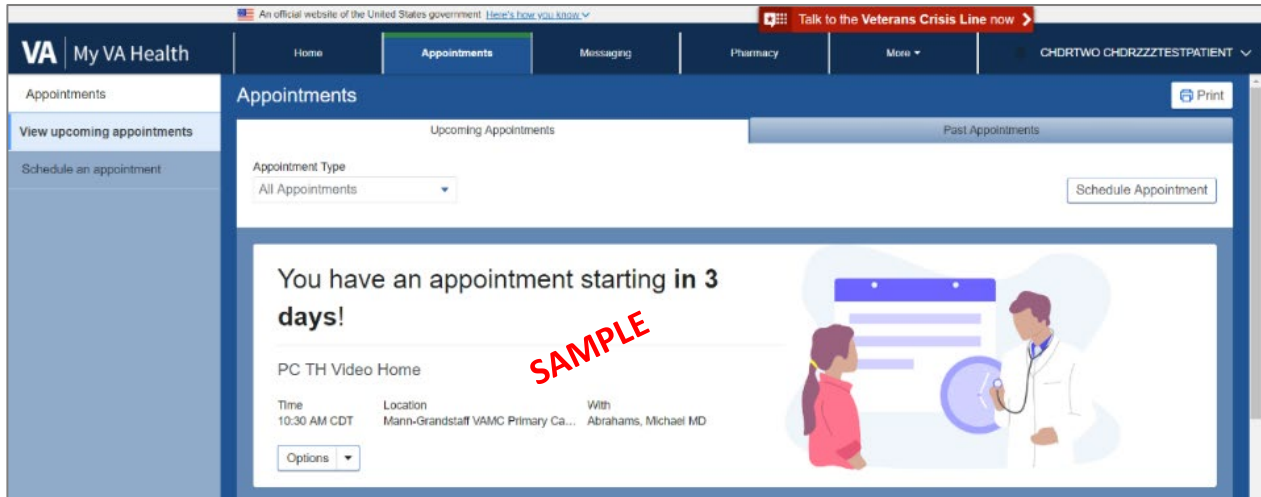
- Premium DS Logon account
- Premium My HealthVet account or
- a verified ID.me account



<https://www.ehrm.va.gov/>

Appointments

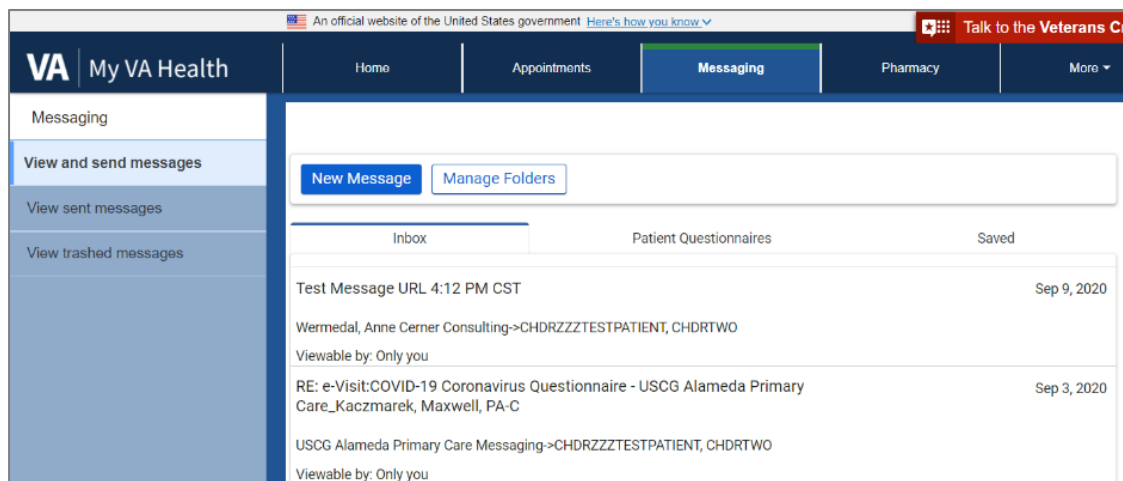
- For appointments at Mann-Grandstaff VAMC and CBOCs, you'll use My VA Health.
- My VA Health will send appointment reminders to the email address in your VA.gov profile, so please make sure that is current.
- You can also still call Mann-Grandstaff VAMC to schedule appointments at 509-434-7000.
- For appointments at other VA health facilities:
 - View your appointments use the [VA appointments tool](#) or on My HealthVet.



Messages

You can [sign in directly to My VA Health here](#) to begin.

- To send and receive messages:
 - You'll need to accept the **My VA Health Terms of Use** in **My VA Health**.
 - You can still access your historical secure messages from before Oct. 24 through [My HealthVet](#)



<https://www.ehrm.va.gov/>



Prescriptions

From Mann-Grandstaff

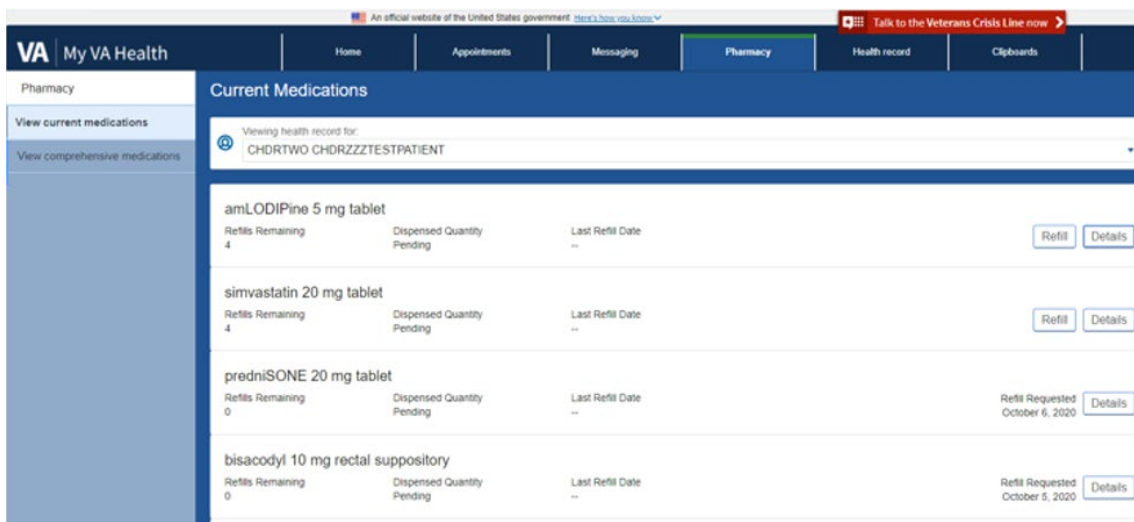
- To request refills or renewals of prescriptions from Mann-Grandstaff VAMC and associated community based outpatient clinics, you must use the new patient portal, My VA Health.
- [Sign In](#) to see your new pharmacy view, which is where you will request refills and renewals in My VA Health.
- Please note that you can continue using the phone number on your prescription label to request refills and renewals at 509-434-7011.

From all other VA facilities outside of Mann-Grandstaff

- Continue using My HealthVet and or the phone number on your prescription label.
- NOTE: that phone number will be different from the Mann-Grandstaff phone number.

Track delivery of your prescriptions

- **From Mann-Grandstaff VAMC and associated community based outpatient clinics:**
 - Depending on when your medications shipped, they may appear in either the new patient portal, My VA Health or the existing portal My HealthVet.
 - If you have already received a notification, you can track delivery of that package in My HealthVet.
 - For a short period after go-live, you may need to look in both My VA Health and My HealthVet to see tracking information. If you have not yet received a notification AND do not see tracking information in My HealthVet AND If your prescription has a status of “Transferred” in My HealthVet, check the new patient portal, My VA Health to track delivery of your medications.
 - NOTE: Prescription delivery tracking information remains in My HealthVet for 30 days.
- **From all other VA facilities**
 - Continue to use My HealthVet to track prescriptions from other VA facilities.



Additional support is available at the My VA Health Support Line 888-444-6982. **For more information, visit [the Mann-Grandstaff VAMC website](#).**

<https://www.ehrm.va.gov/>