

Important Information About VA Prescriptions at the VA Central Ohio Healthcare System

On April 30, the VA Central Ohio Healthcare System transitions to a new electronic health record (EHR). This will transform health care for Veterans, allowing VA clinicians, staff and community health care providers to access your full medical history on a single platform without you or your provider needing to track down previous health information. With this change, you will use a new online patient portal, My VA Health, to support your care at the VA Central Ohio Healthcare System.

There are some important dates and times that we want you to be aware of due to their impact on how you renew and refill your VA prescriptions. Early action on your part prepares you and VA pharmacy staff in advance of this transition. It is highly recommended that you request medication refills and renewals as early as possible to avoid delays.

AudioCare refill/renewal line: 614-257-5230, and then press 1

Refills

Refill Through	Available Until	After Cutoff
My HealtheVet	April 26, midnight	<ul style="list-style-type: none">• Use My VA Health for all medications prescribed by VA health care teams at the VA Central Ohio Healthcare System and its VA clinics in Grove City, Marion, Newark and Zanesville, Ohio.• Use My HealtheVet to request online prescription refills for medications ordered by VA providers from other VA medical facilities not using the new EHR. Prescriptions from VA medical facilities not using the new EHR will not be transferred to the VA Central Ohio Healthcare System. If you need additional assistance, contact our My HealtheVet facility coordinator at 614-257-5230.• You can still request refills during an appointment, by mailing in a refill slip or using the automated phone system by calling 614-257-5230 and pressing 1 for pharmacy related calls. Follow the prompts to refill a prescription or speak to a representative.
Automated Refill Line (also known as AudioCare)	April 29, 5 p.m.	<ul style="list-style-type: none">• Will become fully available again at 7 a.m. on April 30 at 614-257-5230, by pressing 1 and following the prompts to refill or renew your VA Central Ohio Healthcare System prescriptions.

My VA Health

Pharmacy Contact Center	April 29	<ul style="list-style-type: none">The Pharmacy Contact Center will still be available starting on April 29 at 614-257-5230; however, you may be asked to call back on May 2. If your need is time sensitive, the pharmacy call center and your local pharmacy will work with you to ensure your needs are met.
--------------------------------	----------	--

Renewals (active VA prescriptions with zero refills or prescriptions expired less than 120 days)

Renew Through	Available Until	After Cutoff
My HealtheVet	April 24, midnight	<ul style="list-style-type: none">Use My VA Health for all medications prescribed by providers at the VA Central Ohio Healthcare System and its VA clinics in Newark, Grove City, Marion and Zanesville, Ohio.Use My HealtheVet to request online prescription renewals for medications ordered by VA providers from other VA medical facilities not using the new EHR. Prescriptions from VA medical facilities not using the new EHR will not be transferred to the VA Central Ohio Healthcare System.
Automated Renewal Line (also known as AudioCare)	April 29, 5 p.m.	<ul style="list-style-type: none">Will become fully available again at 7 a.m. on April 30 at 614-257-5230, by pressing 1 and following the prompts to refill or renew your VA Central Ohio Healthcare System prescriptions.
Pharmacy Contact Center	April 29	<ul style="list-style-type: none">The Pharmacy Contact Center will still be available on April 29 at 614-257-5230; however, you may be asked to call back on May 2. If your need is time sensitive, the pharmacy call center and your local pharmacy will work with you to ensure your needs are met.

For more information visit, (<https://www.va.gov/central-ohio-health-care/programs/electronic-health-record-modernization>).



U.S. Department
of Veterans Affairs