

My VA Health

Online Patient Portal Veteran Checklist

The Department of Veterans Affairs (VA) is transitioning to a new electronic health record (EHR) system. The new EHR system 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. As part of this change, you will be using a new online patient portal called My VA Health, which will support your care at the VA Central Ohio Healthcare System.

Steps to prepare for the transition to My VA Health for Veterans:

Pre-implementation April 26, 2022

- Veteran User Guide:** You may review My VA Health features and functions in the Veteran User Guide for My VA Health. You can find this guide along with other information here: <https://www.va.gov/central-ohio-health-care/programs/electronic-health-record-modernization>.
- Refill and renew prescriptions early:** Submit VA prescription refill and/or renewal requests as soon as possible to avoid possible delays in processing your prescriptions. You can use My HealtheVet to request online prescription renewals until midnight EDT on April 24 and to request online prescription refills until midnight EDT on April 26. You can still request refills during an appointment, by mailing in a refill slip or using the automated phone system by calling 614-257-5200, pressing 1 for pharmacy related calls and following the prompts to refill a prescription or speak to a representative. Your early action will assist pharmacy staff to help you prepare for the new patient portal.
- Double-check your account type:** To access My VA Health, you can use any of these three accounts: **Premium** Department of Defense Self-Service (DS) Logon account, **Premium** My HealtheVet account or a verified ID.me account. Please note that My VA Health will require you to enable multifactor authentication to log in. If you have a Basic My HealtheVet account, you should upgrade your account now by going to <https://www.myhealth.va.gov/premium>. At that link, you will find a step-by-step guide on how to upgrade your account to **Premium** at no cost.
- Confirm your contact information on file is accurate:** Make sure your contact information and address are up to date in your VA profile at VA.gov before the new My VA Health patient portal is launched on April 30. To make updates, log in to VA Profile at <https://www.va.gov/profile/personal-information> or through VA.gov using your **Premium** DS Logon account, **Premium** My HealtheVet account or a verified ID.me account. You can contact the VA Central Ohio Healthcare System's local help desk at 614-257-5444 with any questions or if you need additional assistance.

Post-implementation May 1, 2022

- Other resources:** You must continue to use the My HealtheVet patient portal to request prescription refills or renewals for your 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.



U.S. Department
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- Log in to the new patient portal, My VA Health** at <https://patientportal.myhealth.va.gov>. (Only available starting on April 30).
- Bring your third-party insurance card to your next VA provider visit:** If you use third-party insurance, bring your insurance card to your first appointment with your VA provider on or after April 30. Doing so will help ensure we have the correct information on file for you.
- We are here to support you throughout this transition to the new EHR and the patient portal.** To learn more about these changes at the VA Central Ohio Healthcare System, you may visit <https://www.va.gov/central-ohio-health-care/programs/electronic-health-record-modernization> for additional resources and to access your patient portal. You can call My VA Health support 24 hours a day, 365 days a year, at 888-444-6982 or 888-444-MYVA.

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