

April 15, 2022

Dear Veteran,

The Southern Oregon Rehabilitation Center and Clinics (VASORCC) is scheduled to launch VA's new electronic health record (EHR) on June 11, 2022. This change will affect Veterans who receive care at all VA SORCC sites located in White City, Klamath Falls and Grants Pass, Oregon.

The new EHR system will transform health care for Veterans, allowing VA clinicians, staff and community health care providers to access your VA medical history on a single platform without you or your provider needing to track down previous health information.

As we transition to the new (EHR), there will be some limited scheduling and we ask for your patience during this time. VA SORCC will have some appointments available during the transition period from May 23 through August 23, 2022. After that time period, we will resume to full scheduling.

As part of this change, you will be using a new online patient portal called My VA Health, which will support your care at VA SORCC.

You will only use My Health^eVet patient portal to request online prescriptions that are still active **at other VA medical facilities not using the new EHR**. The prescriptions from VA Medical facilities not using the new EHR cannot be transferred to VA SORCC. User guides and resources will soon be shared with you to help you navigate this change.

In the meantime, here are a few actions you must take now to prepare for this change:

- **Secure Messaging:** You can use My Health^eVet secure messaging to contact your provider until **midnight EDT on June 5, 2022**.
- **Refill and renew prescriptions early** to avoid possible delays in processing your prescriptions.
 - You can use My Health^eVet to request online **renewals** of prescriptions until **midnight EDT on June 5, 2022**.
 - You can use My Health^eVet to request online **refills** of prescriptions using until **midnight EDT on June 7, 2022**.

Starting on June 11, 2022, you will be able to use My VA Health to request online renewals and refills for medications prescribed by VA SORCC.

SUBJ: New electronic health record launch announcement

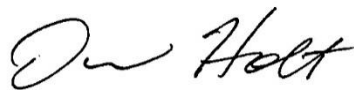
You can still request refills during an appointment, by mailing in a refill slip or using the automated phone system by calling 541-830-7563 or 800-809-8725 ext. 7563, for pharmacy related calls and following the prompts to refill a prescription or speak to a representative.

Your early action will assist pharmacy staff help you prepare for the newpatient portal.

- **Double-check your account type:** If you have a Basic My HealtheVet account, you need to **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 addresses are up to date in your VA profile at VA.gov before the new My VA Health patient portal is launched on June 11, 2022. The new EHR will not have a 'temporary address' option and your VA profile will need to be updated each time you have an address change. Account updates can be made two ways:
 - Log in to VA Profile at <https://www.va.gov/profile/personal-information> or through VA.gov using your **Premium** DS Logon account, or
 - Log in to your **Premium** My HealtheVet account or a verified ID.me account.
 - You can also contact [My HealtheVet](#) or you can call 1-877-327-0022 (1-800-877-8339 (TTY)), Monday - Friday, 7 a.m. - 7 p.m. CT, with any questions or if you need additional assistance.
- **Bring your third-party insurance card:** If you use third-party insurance, bring your insurance card to your first appointment with your VA provider on or after June 11, 2022. Doing so will help ensure we have the correct information on file for you.

We are here to support you through this transition to VA's new electronic health record and patient portal. To learn more about these changes, visit: [Southern Oregon Health Care | Veterans Affairs](#) and <https://www.va.gov/southern-oregon-health-care/programs/>

Sincerely,



David L. Holt
Medical Center Director