

Changes to VA's Online Patient Portals at the Roseburg VA Health Care System

What's changing?

If you use My HealthVet to manage your care at the Roseburg VA Health Care System and its associated community-based outpatient clinics (CBOCs), you will need to use a new patient portal, My VA Health, when the Department of Veterans Affairs' (VA) new electronic health record (EHR) system goes live on June 11, 2022. You must continue to use the My HealthVet patient portal (myhealth.va.gov) to request prescription refills or renewals for medications ordered by VA providers from other VA medical facilities not using the new EHR system.

My VA Health is part of the new EHR system being rolled out across VA. This new EHR system will allow VA, the Department of Defense, the U.S. Coast Guard and community care providers to work together more easily to provide service members and Veterans with world-class health care through a paperless system.

How does this change affect me?

This will affect how you use VA online health tools to:

- Schedule, review, request and cancel your VA health appointments
- Refill and renew your VA prescriptions
- Send secure messages to your VA health care teams
- Access your current VA health records

You will also use My VA Health to manage your health care online for VA's CBOCs in:

- Brookings, Oregon
- Downtown Eugene, Oregon
- Eugene, Oregon
- North Bend, Oregon

Will this change affect the health care I receive?

No. This change will only affect how you manage your health care online.

What if I don't use My HealthVet or manage my VA health care online?

If you do not manage your VA health care online, you have no action to take and can continue to call in or go in person to receive the services you need.

My VA Health

Will I still have access to My HealtheVet and the VA.gov appointments tool?

Yes. You will still have access to My HealtheVet and the VA.gov appointments tool. You can use these tools to manage your care at other VA facilities or to access your past information from the Roseburg VA Health Care System.

How will I know where to go to manage my health care online?

You can click on the My VA Health icon on the [Roseburg VA Health Care System website](#). You will continue to sign in to My HealtheVet (myhealth.va.gov) or VA.gov (www.va.gov) as you do today. You can sign in with any of these account types:

- **Premium** My HealtheVet account
- **Premium** DS Logon account
- Verified ID.me account
- Verified login.gov account

Then you can follow the prompts to My VA Health and access the features that you would like to use (e.g., Secure Messaging).

Note: If you have a Basic My HealtheVet account, you should upgrade your account by going to (www.myhealth.va.gov/premium) and selecting the link for the step-by-step guide to learn how to upgrade your account to **Premium**. You can also view a short video that tells you how to upgrade your account: (www.youtube.com/watch?v=cdAPOQ2SQ2U).

Here's how you can use VA's online tools to manage your health care

You will continue to use VA.gov to:

- Sign in to access My HealtheVet and My VA Health
- Change your address on file with VA for your health care and other VA benefits
- Schedule, review and cancel VA health appointments for VA health facilities other than the Roseburg VA Health Care System and its CBOCs
- Apply for and manage other VA benefits

You will continue to use My HealtheVet to:

- Manage your VA health records and prescriptions for any VA health care facilities that have not implemented My VA Health
- Access your past secure messages and VA health records from prior to this transition

You will now use My VA Health to:

- Schedule, review, request and cancel VA health appointments at the Roseburg VA Health Care System and its CBOCs
- Refill and renew VA medications prescribed by your VA health care teams at the Roseburg VA Health Care System and its CBOCs



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My VA Health

- Send secure messages to your VA health care teams at the Roseburg VA Health Care System and its CBOCs
- Access your current VA health records for care provided at the Roseburg VA Health Care System and its CBOCs

Will my personal health information be protected?

Yes. VA's online patient portals are secure. VA follows strict security policies and practices to protect personal health information. Only you and your VA health care team will have access to this information.

If you print or download messages or VA health records, you will need to take responsibility for protecting that information.

Should I do anything to prepare for the update to My VA Health?

You should make sure your contact information, including email and physical addresses, is correct. You can do this by logging in to VA.gov, if you have a VA.gov account, or by calling the Roseburg VA Health Care System at 541-440-1000.

What should I do if I have more questions about how to use My VA Health?

You can call for assistance on the new patient portal by contacting My VA Health support 24 hours a day, 365 days a year, at 888-444-6982 or 888-444-MYVA, after June 11, 2022.

Can I still schedule or cancel VA health appointments by phone?

Yes. To schedule or cancel VA health appointments at the Roseburg VA Health Care System and its clinics by phone, call 541-440-1000.

To find the phone number for another VA facility, go to (www.va.gov/find-locations/).

Where can I get more information?

Learn more about:

- My HealthVet **Premium** accounts and how to upgrade your account at (www.myhealth.va.gov/premium)
- VA health tools and other VA benefits and services at (www.va.gov)
- My VA Health at the Roseburg VA Health Care System at (<https://www.va.gov/roseburg-health-care/programs/electronic-health-record-modernization/>)
- VA's EHR modernization effort at (www.ehrm.va.gov)



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