



## Changes to VA's Online Patient Portal at VA Southern Oregon Rehabilitation Center and Clinics

### What's changing?

When the new electronic health record (EHR) system goes live on June 11, 2022, Veterans will use a new patient portal, My VA Health, to manage their health care online for VA Southern Oregon Rehabilitation Center and Clinics (SORCC) and its associated community-based outpatient clinics (CBOCs). Veterans must continue to use the My HealthVet patient portal ([myhealth.va.gov](https://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 Veterans?

If a Veteran does not manage their VA health care online using the My HealthVet patient portal, they have no action to take and can continue to call in or go in person to receive the services they need.

#### This will affect how Veterans use online health tools to:

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

Veterans will begin using My VA Health to manage their care online for SORCC. Veterans will also use My VA Health to manage their health care online for CBOCs in:

- Grants Pass, Oregon
- Klamath Falls, Oregon

### How will Veterans know where to go to manage their health care online?

Veterans can click on the My VA Health icon on the [SORCC website](#). Veterans can sign in with any of these account types:

- **Premium** My HealthVet account
- **Premium** DS Logon account

# My VA Health

- Verified ID.me account
- Verified login.gov account

Once logged in to My VA Health, Veterans can then go to the feature they would like to use (e.g., Secure Messaging).

**Note:** If a Veteran has a Basic My HealthVet account, they should upgrade their account by going to ([www.myhealth.va.gov/premium](http://www.myhealth.va.gov/premium)) and selecting the link for the step-by-step guide to learn how to upgrade their account to **Premium**. They can also view a short video that tells them how to upgrade their account: ([www.youtube.com/watch?v=cdAPOQ2SQ2U](https://www.youtube.com/watch?v=cdAPOQ2SQ2U)).

## Here's how Veterans will use our online tools to manage their health care

### Veterans will continue to use VA.gov to:

- Sign in to access My HealthVet and My VA Health
- Change their address on file with VA for health care and other VA benefits
- Schedule, review, request and cancel VA health appointments for VA health facilities other than SORCC and its CBOCs
- Apply for and manage other VA benefits

### Veterans will continue to use My HealthVet to:

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

### Veterans will now use My VA Health to:

- Schedule, review, request and cancel VA health appointments at SORCC and its CBOCs
- Refill and renew their VA medications prescribed by VA health care teams at SORCC and its CBOCs
- Send secure messages to their VA health care teams at SORCC and its CBOCs
- Access their current VA health records for care provided at SORCC and its CBOCs

## Does our VA health care team need to do anything to prepare for these changes?

Yes. Please appropriately close out all Secure Messaging conversations in My HealthVet before these changes take effect. Veterans' past messages from My HealthVet will **not** be moved to My VA Health. After this transition, all Secure Messaging conversations will be new. Veterans will continue to have access to their past secure messages in My HealthVet for reference only.

You don't need to do anything else. VA prescription renewal requests and new secure messages from Veterans will come to your Message Center.



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# My VA Health

## Where can I direct Veterans who have more questions about how to use My VA Health?

Veterans can call My VA Health support 24 hours a day, 365 days a year, at 888-444-6982 or 888-444-MYVA, after June 11, 2022.

## Where can I get more information?

Learn more about:

- My HealthVet **Premium** accounts at (<http://www.myhealth.va.gov/premium>)
- VA health tools and other VA benefits and services at ([www.va.gov](http://www.va.gov))
- My VA Health at SORCC at (<https://www.va.gov/southern-oregon-health-care/programs/electronic-health-record-modernization/>)
- VA's EHR modernization effort at ([www.ehrm.va.gov](http://www.ehrm.va.gov))



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