



Frequently Asked Questions

Electronic Health Record System - Statements

The Department of Veterans Affairs (VA) is implementing a new electronic health record (EHR) system across its facilities nationwide over the course of the next several years. VA was one of the country's first health care systems to implement an EHR and continues to be a leader in this area.

Deployment will take place in "waves" consisting of multiple VA facilities within a Veterans Integrated Service Network (VISN). To learn more, see the [EHRM Deployment Schedule](#).

Q. What is an electronic health record?

A. An EHR is a technology used by health care providers to store and track patient data. It provides a digital version of a patient's health record and helps facilitate administrative activities such as patient appointment scheduling and billing.

VA's Electronic Health Record Modernization (EHRM) program is an effort to replace the department's current EHR, the Veterans Health Information Systems and Technology Architecture (VistA), with a new commercial system, the same solution used by the Department of Defense (DOD), to support care of Veterans as they transition from active duty to Veteran status.

Q. Why is VA transitioning to a new EHR system?

A. Implementing a new EHR at VA is a Veteran-centric effort that will standardize health care delivery and administration across the department. It will improve patient safety and health outcomes by giving providers easy access to a Veteran's full medical history and enhance health information sharing among VA, DOD and participating community care partners.

The new system will help providers make better decisions about Veteran care, informed by data analytics that provide a broader view of a Veteran's medical history and service record. As part of the new EHR, Veterans will use the My VA Health patient portal to schedule appointments, request medication refills and message their providers. Veterans who receive care at facilities that have implemented the new EHR system can access their My VA Health patient portal directly at patientportal.myhealth.va.gov (VA recommends using the Firefox, Edge or Chrome web browsers).

Q. Will my billing statement change in the new EHR?

A. Yes, although the billing statements from the legacy EHR and new EHR are very similar. During a VA Medical Center's transition from the legacy EHR to the new EHR, patients may receive two statements. Both contain accurate and current copayment responsibilities and should be paid appropriately. The total amount included in the balance box reflects an accrual of copayments for medical care between your facility's EHR go-live and the date of receipt.

Q. Will my billing statements from the new EHR include all copayment charges?

A. All copayment charges will be included on your patient statement except charges for pharmacy services, TRICARE and recurring visits related to a course of treatment. These charges will occur later this year.

If a Veteran has any issues using My VA Health, they should call the My VA Health Support Line at 888-444-6982.

For questions on statements or for assistance with medical debt relief, you can contact the Health Resource Center at 866-400-1238, Monday through Friday, 8 a.m. – 8 p.m. ET.