

## Important Information About VA Prescriptions at the Roseburg VA Health Care System

On June 11, the Roseburg VA Health Care System transitions to the Department of Veterans Affairs' (VA) new electronic health record (EHR) system. This 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. With this change, if you use My HealthVet to manage your care at the Roseburg VA Health Care System, you will need to use a new patient portal called My VA Health.

There are some important dates and times that we want you to be aware of due to their impact on how you renew and refill your VA prescriptions. Early action on your part prepares you and VA pharmacy staff in advance of this transition. It is highly recommended that you request medication refills and renewals as early as possible to avoid delays.

**AudioCare refill/renewal line: 800-549-8387 ext. 41322**

### Refills

Refill Through	Available Until	After Cutoff
My HealthVet	June 7, midnight PDT	<ul style="list-style-type: none"><li>• Use My VA Health for all medications prescribed by VA health care teams at the Roseburg VA Health Care System and its VA clinics in Brookings, Downtown Eugene, Eugene and North Bend, Oregon.</li><li>• Use My HealthVet to request online prescription refills for medications ordered by VA providers from other VA medical facilities not using the new EHR system. Prescriptions from VA medical facilities not using the new EHR system will not be transferred to the Roseburg VA Health Care System. If you need additional assistance, contact our My HealthVet facility coordinator at 541-440-1000, ext. 44428.</li><li>• You can still request refills during an appointment, by mailing in a refill slip or using the automated phone system by calling 541-440-1322 or 800-549-8387, ext. 41322 for pharmacy related calls. Follow the prompts to refill a prescription or speak to a representative.</li></ul>
Automated Refill Line (AudioCare)	June 10, 5 p.m. PDT	<ul style="list-style-type: none"><li>• Will become fully available again at 7 a.m. PDT on June 11. Call 541-440-1322 and follow the prompts to refill or renew your Roseburg VA Health Care System prescriptions.</li></ul>

# My VA Health

Refill Through	Available Until	After Cutoff
Pharmacy Contact Center	June 10	<ul style="list-style-type: none"><li>The Pharmacy Contact Center will still be available starting on June 10 at 541-440-1000, option 1 for pharmacy; however, you may be asked to call back on June 13. If your need is time-sensitive, the Pharmacy Contact Center and your local pharmacy will work with you to ensure your needs are met.</li></ul>

## Renewals (active VA prescriptions with zero refills or prescriptions expired less than 120 days)

Renew Through	Available Until	After Cutoff
My HealtheVet	June 7, midnight PDT	<ul style="list-style-type: none"><li>Use My VA Health for all medications prescribed by providers at the Roseburg VA Health Care System and its VA clinics in Brookings, Downtown Eugene and North Bend, Oregon.</li><li>Use My HealtheVet to request online prescription renewals for medications ordered by VA providers from other VA medical facilities not using the new EHR system. Prescriptions from VA medical facilities not using the new EHR system will not be transferred to the Roseburg VA Health Care System.</li></ul>
Automated Renewal Line (AudioCare)	June 10, 5 p.m. PDT	<ul style="list-style-type: none"><li>Will become fully available again at 7 a.m. PDT on June 11. Call 800-549-8387, ext. 41322 and follow the prompts to refill or renew your Roseburg VA Health Care System prescriptions.</li></ul>
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For more information visit: <https://www.va.gov/roseburg-health-care/programs/electronic-health-record-modernization>.



U.S. Department  
of Veterans Affairs