My VA Health

Important Changes to the VA Health Record System for the Roseburg VA Health Care System

On June 11, the Roseburg VA Health Care System and its VA clinics in Brookings, Downtown Eugene, Eugene and North Bend, Oregon, implemented the Department of Veterans Affairs' (VA) new electronic health record (EHR) system. The new EHR system 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.

As part of this change, if you use My Health*e*Vet to manage your care at the Roseburg VA Health Care System, you will need to use a new online patient portal called My VA Health.

Accessing the new patient portal

- You must have a **Premium** My Health*e*Vet account, a **Premium** Department of Defense Self-Service (DS) Logon account, a verified login.gov account or a verified ID.me account to access My VA Health. If you have a Basic My Health*e*Vet account, you should **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:

- My VA Health will use the email address on file to send appointment reminders, message notifications and more.
  - The first time you sign into My VA Health, you will be prompted to confirm your email address and to choose your notification preferences for your VA health record updates and new messages.
  - Updates to your notification email and preferences can be made by selecting "Set up notifications" from the Settings menu found in the upper-right corner of the My VA Health patient portal.
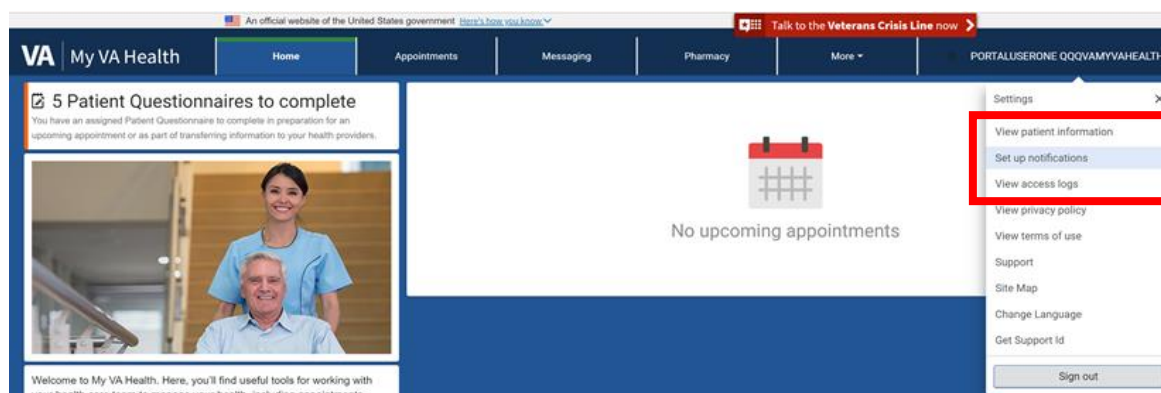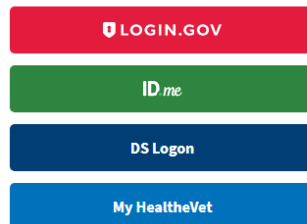

Figure 1: Settings Menu — Set Up Notifications

Get Started on My VA Health

Figure 2: Sign-In Options for My VA Health

You can access the My VA Health patient portal several ways.

- My VA Health once live: https://patientportal.myhealth.va.gov
- VA.gov: https://www.va.gov/sign-in
- My Health*e*Vet: www.myhealth.va.gov

Use the **same account credentials that you use today.**

- **Premium** DS Logon account
- **Premium** My Health*e*Vet account
- A verified ID.me account
- A verified login.gov account

Appointments

- For managing your VA health appointments at the Roseburg VA Health Care System and its associated clinics, you will use My VA Health.
- My VA Health will send appointment reminders to the email address entered in your notification preferences, so please make sure that information is current.
- You can also still call the Roseburg VA Health Care System if needed to schedule appointments at 541-440-1000.
- For appointments at other VA health facilities: View your appointments using the VA appointments tool or on My Health*e*Vet.

- As part of this transition, we request that if you use third-party insurance, you bring your insurance card and a list of medications you are currently taking to your first appointment with your VA provider on or after June 11. Doing so will help us ensure we have the correct information on file for you.
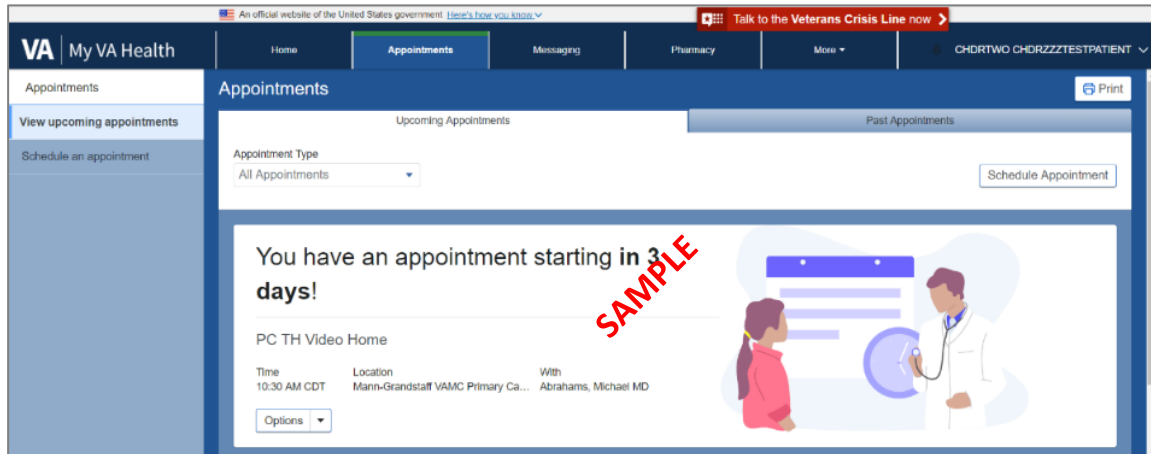

Figure 3: Manage Your VA Health Appointments

Messages

- To send and receive messages, select the "Messaging" tab in My VA Health. There are several options on this section.
    - To read a message from your health care team, select it to open.
    - Select the "New Message" button to create a new message to your VA health care team.
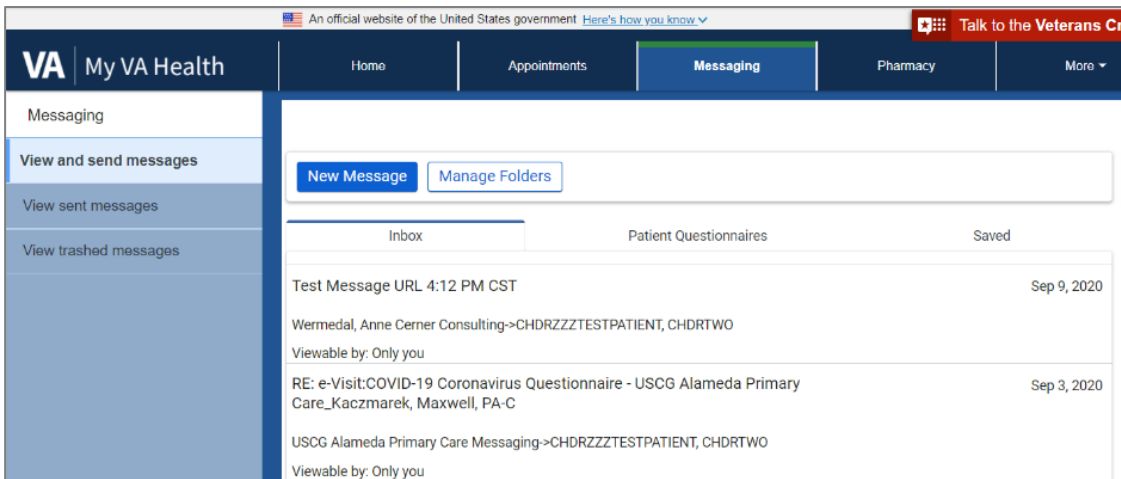   - Select the "Manage Folders" button to create folders to organize your messages.

My VA Health

Figure 4: Message Your VA Health Care Teams

VA Prescriptions Refills and Renewals

From the Roseburg VA Health Care System

- To request online refills or renewals of prescriptions from the Roseburg VA Health Care System and its associated clinics in Brookings, Downtown Eugene, Eugene and North Bend, Oregon, you must use My VA Health.
- Select the "Pharmacy" tab at the top of My VA Health to view and manage your medications and also to request medication refills and prescription renewals.
- You can still request refills during an appointment, by mailing in a refill slip or using the automated phone system at: 541-440-1322 or 800-549-8387, ext. 41322.

From all other VA facilities

- You must continue to use the My Health*e*Vet patient portal to request online prescription refills or renewals for your medications ordered by VA providers from other VA medical facilities not using the new EHR. Prescriptions from VA medical facilities not using the new EHR system will not be transferred to the Roseburg VA Health Care System.
  - o You can still request refills during an appointment, by mailing in a refill slip or using the automated phone system.

Track delivery of your VA prescriptions

- **From the Roseburg VA Health Care System and associated clinics:**
  - ▪ Depending on when your medications shipped, they may appear in My VA Health or the existing portal, My Health*e*Vet.

U.S. Department of Veterans Affairs

- Tracking information can be found in the Pharmacy tab in My VA Health next to the name of your medication.
  - Selecting the tracking number will open the shipper (USPS, UPS, FedEx, etc.) website for further tracking of your medication shipment.
- For a short period after the new online patient portal, My VA Health, is implemented at the Roseburg VA Health Care System, you may need to check both the My VA Health and My Health*e*Vet patient portals to see your tracking information.
- Please check My VA Health to track the delivery of your medications if you are experiencing one of the following:
  - You have not received a prescription notification in My Health*e*Vet.
  - You do not see tracking information in My Health*e*Vet.
  - Your VA prescription has a status of "Transferred" in My Health*e*Vet.

- **From all other VA facilities**
  - Depending on when your medications shipped, they may appear in either My VA Health or My Health*e*Vet.
  - If you have already received a notification, you can track the delivery of your VA prescriptions through My Health*e*Vet.
  - Continue to use My Health*e*Vet to track your VA prescriptions from other VA facilities.

Figure 5: Pharmacy — Medications

For more information, visit the Roseburg VA Health Care System and check out the Veteran User Guide.