

# 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 HealtheVet 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 HealtheVet 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 HealtheVet 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.

The screenshot shows the My VA Health homepage. On the left, there's a section for "Patient Questionnaires to complete". In the center, it says "No upcoming appointments". On the right, there's a "Settings" menu with a red box highlighting the "Set up notifications" option. Other options in the menu include "View patient information", "View access logs", "View privacy policy", "View terms of use", "Support", "Site Map", "Change Language", "Get Support Id", and "Sign out".

Figure 1: Settings Menu — Set Up Notifications



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Updated May 2022

# My VA Health



## Get Started on My VA Health

### Sign in



### Or create an account

➤ [Create an account with Login.gov](#)

➤ [Create an account with ID.me](#)

*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 HealtheVet: [www.myhealth.va.gov](http://www.myhealth.va.gov)

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

- **Premium** DS Logon account
- **Premium** My HealtheVet 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 HealtheVet.



U.S. Department  
of Veterans Affairs

Updated May 2022

# My VA Health



- 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.

The screenshot shows the 'Appointments' section of the My VA Health website. At the top, there are tabs for Home, Appointments (which is selected), Messaging, Pharmacy, and More. A red banner at the top right says 'Talk to the Veterans Crisis Line now'. On the left sidebar, there are links for Appointments, View upcoming appointments, and Schedule an appointment. The main content area is titled 'Upcoming Appointments' and shows a single appointment entry. Below the appointment details is a cartoon illustration of a doctor and a patient. A large red diagonal watermark 'SAMPLE' is overlaid across the center of the screenshot.

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.



U.S. Department  
of Veterans Affairs

Updated May 2022

# My VA Health



The screenshot shows the 'Messaging' tab selected in the top navigation bar. On the left, a sidebar lists options: 'View and send messages', 'View sent messages', and 'View trashed messages'. The main content area displays a list of messages. At the top of this list are two buttons: 'New Message' and 'Manage Folders'. Below these are three tabs: 'Inbox' (selected), 'Patient Questionnaires', and 'Saved'. The message list includes the following entries:

- Test Message URL 4:12 PM CST (Sep 9, 2020) - Wermedal, Anne Cerner Consulting->CHDRZZTESTPATIENT, CHDRTWO. Viewable by: Only you.
- RE: e-Visit:COVID-19 Coronavirus Questionnaire - USCG Alameda Primary Care\_Kaczmarek, Maxwell, PA-C (Sep 3, 2020) - USCG Alameda Primary Care Messaging->CHDRZZTESTPATIENT, CHDRTWO. Viewable by: Only you

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 HealtheVet 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.
  - 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 HealtheVet.



U.S. Department  
of Veterans Affairs

# My VA Health



- 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 HealtheVet 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 HealtheVet.
  - You do not see tracking information in My HealtheVet.
  - Your VA prescription has a status of “Transferred” in My HealtheVet.
- From all other VA facilities
  - Depending on when your medications shipped, they may appear in either My VA Health or My HealtheVet.
  - If you have already received a notification, you can track the delivery of your VA prescriptions through My HealtheVet.
  - Continue to use My HealtheVet to track your VA prescriptions from other VA facilities.

The screenshot shows the 'Current Medications' section of the My VA Health Pharmacy interface. It displays four medications:

Medication Name	Refills Remaining	Dispensed Quantity	Last Refill Date	Refill Requested	Details
aspirin EC 325 mg tablet	2	60	March 8, 2022	March 10, 2022	<a href="#">Details</a>
Aspirin Enteric Coated 325 mg oral delayed release tablet	--	Pending	--		<a href="#">Details</a>
ondansetron 4 mg tablet	0	30	March 1, 2022		<a href="#">Refill</a> <a href="#">Details</a>
multivitamin ophth arreds2 w/lutein/zeax capsule	2	120	March 10, 2022	1756241625580816564583 YCOL	<a href="#">Refill</a> <a href="#">Details</a>

A sidebar on the left lists 'View current medications' and 'View comprehensive medications'. A 'Print' button is located in the top right. An 'Important Information' box is visible on the right side of the page.

**Figure 5: Pharmacy — Medications**

For more information, visit the [Roseburg VA Health Care System](#) and check out the [Veteran User Guide](#).



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Updated May 2022