



Changes to VA's Online Patient Portals at VA Ann Arbor Healthcare System

What's changing?

If you use My HealthVet to manage your care at VA Ann Arbor Healthcare System and its associated community-based outpatient clinics (CBOCs), you will need to use a new patient portal, My VA Health, when the Department of Veterans Affairs' (VA) new electronic health record (EHR) system goes live on July 22, 2023. You must continue to use the My HealthVet patient portal (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 me?

This will affect how you use VA online health tools to:

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

You will also use My VA Health to manage your health care online for VA's Clinics in:

- Adrian VA Clinic - 770 Riverside Avenue, 1st Floor, Adrian, MI 49221-1476
- Canton VA Clinic - 5900 North Lotz Road, Canton, MI 48187-4331
- Flint VA Clinic - 2360 South Linden Road, Flint, MI 48532-5483
- Green Road VA Clinic - 2500 Green Road, Suite 200, Ann Arbor, MI 48105-2073
- Howell VA Clinic - 3399 East Grand River Avenue, Grand Oaks Centre, Suite 100, Howell, MI 48843-7555
- Jackson VA Clinic - 4328 Page Avenue, Michigan Center, MI 49254-1077
- Packard Road VA Clinic - 3800 Packard Road, Suite 120 (MHICM) and 160 (CWT, Homeless, VEAR)
- Toledo VA Clinic - 1200 South Detroit Avenue, Toledo, OH 43614-5903

Will this change affect the health care I receive?

No. This change will only affect how you manage your health care online.

My VA Health

What if I don't use My HealtheVet or manage my VA health care online?

If you do not manage your VA health care online, you have no action to take and can continue to call in or go in person to receive the services you need.

Will I still have access to My HealtheVet and the VA.gov appointments tool?

Yes. You will still have access to My HealtheVet and the VA.gov appointments tool. You can use these tools to manage your care at other VA facilities or to access your past information from VA Ann Arbor Healthcare System.

How will I know where to go to manage my health care online?

You can click on the My VA Health icon on the VA Ann Arbor Healthcare System (www.va.gov/ann-arbor-health-care/programs/electronic-health-record-modernization). You will continue to sign in to My HealtheVet (myhealth.va.gov) or VA.gov (www.va.gov) as you do today. You can sign in with any of these account types:

- **Premium** My HealtheVet account
- **Premium** DS Logon account
- Verified ID.me account
- Verified login.gov account

Then you can follow the prompts to My VA Health and access the features that you would like to use (e.g., Secure Messaging).

Note: If you have a Basic My HealtheVet account, you should upgrade your account by going to (www.myhealth.va.gov/premium) and selecting the link for the step-by-step guide to learn how to upgrade your account to **Premium**. You can also view a short video that tells you how to upgrade your account: (www.youtube.com/watch?v=cdAPOQ2SQ2U).

Here's how you can use VA's online tools to manage your health care

You will continue to use VA.gov to:

- Sign in to access My HealtheVet and My VA Health
- Change your address on file with VA for your health care and other VA benefits
- Schedule, review and cancel VA health appointments for VA health facilities other than VA Ann Arbor Healthcare System and its CBOCs
- Apply for and manage other VA benefits

You will continue to use My HealtheVet to:



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

You will now use My VA Health to:

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

Will my personal health information be protected?

Yes. VA's online patient portals are secure. VA follows strict security policies and practices to protect personal health information. Only you and your VA health care team will have access to this information.

If you print or download messages or VA health records, you will need to take responsibility for protecting that information.

Should I do anything to prepare for the update to My VA Health?

You should make sure your contact information, including email and physical addresses, is correct. You can do this by logging in to VA.gov, if you have a VA.gov account, or by calling VA Ann Arbor Healthcare System at 734-769-7100.

What should I do if I have more questions about how to use My VA Health?

You can call for assistance on the new patient portal by contacting My VA Health support 24 hours a day, 365 days a year, at 888-444-6982 or 888-444-MYVA, after July 22, 2023.

Can I still schedule or cancel VA health appointments by phone?

Yes. To schedule or cancel VA health appointments at VA Ann Arbor Healthcare System and its CBOCs by phone, call 734-769-7100.

To find the phone number for another VA facility, go to (www.va.gov/find-locations/).



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My VA Health



Where can I get more information?

Learn more about:

- My HealthVet **Premium** accounts and how to upgrade your account at www.myhealth.va.gov/premium
- VA health tools and other VA benefits and services at www.va.gov
- My VA Health at VA Ann Arbor Healthcare System at www.va.gov/ann-arbor-health-care/programs/electronic-health-record-modernization
- VA's EHR modernization effort at www.ehrm.va.gov



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