



What VA's new medical record system will mean for Veterans

VA's [new electronic health record \(EHR\) system](#) promises to transform care for Veterans by providing a modern, secure and standardized medical record solution that will connect VA medical facilities with the Department of Defense (DOD), the Department of Homeland Security's U.S. Coast Guard (USCG) and participating community care providers.

The rollout of the new EHR began in October 2020 and includes a new patient portal ([My VA Health](#)) for you to use, if you choose, to manage your health care online.

If you manage your VA health care online, here are five things to know about the new patient portal:

1. ***Your patient records and data will remain secure in the new EHR.***

VA created a state-of-the-art process to safely migrate patient information from the department's existing EHR to its new system, housing the data in a new facility that also stores military records from DOD. This ensures providers can view, update and share patient information in the same system while protecting records in accordance with national cybersecurity standards.

2. ***VA will roll out the new system to all its facilities nationwide.***

VA has already begun deploying the new EHR at several of its locations, and all VA medical facilities will receive the system over the coming years. The department is working to ensure minimal disruption to patient care while giving you and your providers ample time to prepare for this change.

3. ***Your medical records will be accessible across DOD and VA facilities.***

After the rollout is completed across VA facilities, a shared system eliminates the need to manually transfer records from DOD to VA when active-duty service members transition to Veteran status. This will limit the need for you to maintain paper records because the information will be accessible and up-to-date at any facility within the DOD, VA and its network of community providers. It also means the information a doctor, pharmacist or lab technician enters into a Veteran's health record at one facility can be accessed by providers and personnel at other facilities when they need it.

4. ***The new EHR system.***

The new EHR system will make it possible for providers to streamline how they document, view and share patient information across the military career in active duty and as a



Veteran. While the single platform connects VA to DOD, USCG and community health professionals, it will also increase consistency in VA delivery of care processes from one facility to another.

5. ***Veterans, you have options to manage your health care on your terms.***

The new EHR system will bring with it many changes, but one thing will remain the same: You will still have options for managing your health care. Veterans who choose to manage their health care online will be able to use the My VA Health portal to schedule appointments, request prescription renewals and refills and communicate with their clinicians quickly and securely. Once your VA medical center switches over to the new EHR, you can log in to patientportal.myhealth.va.gov with your existing verified accounts: DS Logon account, ID.me account, login.gov account or a My HealtheVet Premium account. VA does not support Internet Explorer and recommends using Firefox, Edge or Chrome web browsers to access My VA Health.

If you are more comfortable managing your care in person, over the phone or through physical mail, you can continue to do so even after the new EHR system launches at your local medical facility.