U.S. Department of Veterans Affairs

Electronic Health Record Modernization
Integration Office

Five ways Veterans can prepare for VA's new EHR system

VA is implementing a new electronic health record (EHR) system to modernize how the department delivers health care to Veterans. Through this modernization effort, providers will have access to your full medical history and the ability to share information across VA, the Department of Defense (DOD) and the Department of Homeland Security's U.S. Coast Guard (USCG), as well as with participating community health care partners. This means that once the rollout is complete at facilities across VA, the new system will connect the medical records from active duty to Veteran status. The single system across VA will provide a shared EHR platform to enable innovation and improved efficiencies across VA facilities.

The new EHR will include a new patient portal called My VA Health, which could affect how you manage your care.

Here are five things you can do now to get ready to use My VA Health.

1. ***If you use VA's patient portal to manage your health care, check your account type.***
   If you have a Basic My Health*e*Vet account, you need to upgrade to a Premium account by going to https://www.myhealth.va.gov/premium. On that page, you will find a step-by-step guide on how to upgrade your account to Premium. https://www.myhealth.va.gov/mhv-portal-web/web/myhealthevet/upgrading-your-my-healthevet-account-through-in-person-or-online-authentication. VA recommends you use Firefox, Edge or Chrome web browsers for the smoothest experience. You should also set up multifactor authentication to further secure your account and can watch this video for additional information.

2. ***Make sure your contact information and addresses are up to date in your VA profile.***
   Ensure your contact information (e-mail, phone and addresses) are up to date in your VA profile at VA.gov. To make updates, you can log in to your VA profile at https://www.va.gov/profile/personal-information using a Premium DS Logon account, Premium My Health*e*Vet account, a verified Login.gov account or a verified ID.me account. You may also visit or call 877-327-0022 (TTY: 800-877-8339), Monday - Friday, 7 a.m. - 7 p.m. CT/ET, for assistance.

3. ***Verify any legal name changes.***
   If you are a Veteran or family member who receives health care or direct benefit payments from VA and have changed your legal name, you need to verify your new name in DOD's Defense Enrollment Eligibility Reporting System (DEERS). If an update is needed, visit: How Do I Change My Name In My DEERS Record? | Veterans Affairs (va.gov) for more

information or call the Defense Manpower Data Center support office at 800-538-9552 (TTY: 866-363-2883), Monday - Friday, 8 a.m. - 8 p.m. CT/ET.

4. ***Learn about the benefits of the new My VA Health patient portal.***
   Once your local VA facility receives the new EHR system, you will use a new patient portal (My VA Health) to manage your health care and prescriptions online. You can learn about the features, such as messaging providers and refilling prescriptions, by downloading the My VA Health fact sheet.

5. ***Refill and renew your prescriptions early.***
   Once you know the exact date your medical facility will be transitioning to the new EHR, submit your VA prescription refill and/or renewal requests as soon as possible. This will help avoid any process delays in receiving your prescriptions.

Visit VA's Electronic Health Record Modernization website for the latest information on this priority VA program and for updates on when the new system is coming to the facility where you receive care.