



**U.S. Department of Veterans Affairs**

Electronic Health Record Modernization  
Integration Office

# VA's New Electronic Health Record System

## *What Veterans Need to Know*

The Department of Veterans Affairs (VA) is moving to a new electronic health record (EHR) system. The new EHR replaces the department's previous system, which it has used for nearly 40 years. It is also the same system the Department of Defense (DOD) and U.S. Coast Guard (USCG) are using. With the new EHR system, your health records will carry with you from the moment you join the military through your retirement.

## **What is an EHR?**

An electronic health record contains all your health information. It allows your care providers to share that information easily and securely with other doctors, nurses and pharmacists. Your appointment notes, X-rays, lab results, medications and allergies are included, too. The goal of an EHR is to have a complete record of your health.

There are some challenges with EHRs. Different health care facilities and organizations often use different systems to store their patients' records. They can still send patient information to other care providers, but this can require extra steps and more staff time.

## **Why is VA moving to a new EHR system?**

In the past, VA, DOD and USCG used different EHR systems to store your information. This made it hard for your care providers to see health information from before you became a Veteran. It also meant more work for you to keep track of all the care you received over the years.

By moving to the same EHR system as DOD and USCG, VA is giving your care providers one complete picture of your entire medical history, starting from the beginning of your military career. Providers from VA, DOD and USCG, as well as more than 60,000 community care partners, will see the same information in one connected system.

## **How will the new EHR system help me?**

With the new EHR, you no longer need to keep track of and bring your old records with you to appointments. Your care providers will be able to view your entire medical history, including pharmacy and lab records, and share it with your other providers.

This also means you will not have to repeat tests or fill out basic information, such as drug allergies, for every new provider you see.

## How will the new EHR system help my care providers?

The new system allows your care providers to:

- » **Get a better understanding of your overall health data.** This can help them identify potential new treatments and safety issues, and tailor care to your needs.
- » **Streamline how they document, view and share your health information** – saving them valuable time. They will no longer need to work within several different EHR systems.
- » **Review and modify your information** to help them update your care plan as your health changes.
- » **Schedule your appointments more efficiently.** The new EHR includes a tool where schedulers can view available appointments across VA facilities and book them in real time.

## Will the new EHR system bring other changes I should know about?

Yes. If you manage your health care online using VA's My HealtheVet patient portal, you will need to use a new portal called **My VA Health** once your facility moves to the new EHR system. With **My VA Health**, you can:

- » Schedule and cancel appointments.
- » Request medication renewals and refills.
- » Send secure messages back-and-forth to your care providers.

You will get more details on how to use **My VA Health** closer to the time your facility gets the new system.

If you currently do not use My HealtheVet to manage your care, you can continue to call or go in person to your local VA facility for your needs.

## I use My HealtheVet right now. What should I do?

Please keep using My HealtheVet at [myhealth.va.gov](https://myhealth.va.gov) as you do now, including to order your medication refills and renewals. You will switch to **My VA Health** when your facility moves to the new EHR system. We will let you know when this happens.

## When will my VA facility get the new EHR system?

VA is rolling out the new EHR system to all its facilities in waves. It may take some time for the system to come to your facility. You can check the [Electronic Health Record Modernization \(EHRM\) deployment schedule](#) and visit VA's [EHRM website](#) for updates. Please keep in mind that timelines may change.

## What if I have questions?

You can visit the EHRM website for the most up-to-date information. For general questions about the new EHR system, you can email the VA EHRM team at [ehrmquestions@va.gov](mailto:ehrmquestions@va.gov). For questions about **My VA Health**, please call 888-444-MYVA (888-444-6982).