U.S. Department of Veterans Affairs
Electronic Health Record Modernization
Integration Office

A new online patient portal for Veterans

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Over the next several years, the U.S. Department of Veterans Affairs (VA) will replace its electronic health record (EHR) system with a new federal system as part of the department's Electronic Health Record Modernization (EHRM) program.

As part of this change, Veterans will begin using a new patient portal called My VA Health once their local VA health care facility begins using the federal EHR. At that time, Veterans will use My VA Health to:

» Review and cancel VA appointments
» Request refills and renewals of VA prescriptions
» Send secure messages to their VA health care teams
» Manage their current health care records

The My Health*e*Vet patient portal will remain in service. Veterans who receive health care services at VA facilities that have not yet installed the federal EHR will continue to use My Health*e*Vet to manage their health care, including prescription refills and renewals, for those facilities.

Frequently asked questions

When do Veterans need to take action?

As a VA health care facility readies itself to install the federal EHR, Veterans will receive information about how and when to begin using My VA Health. In the meantime, it is always good practice for Veterans to make sure VA has their correct contact information by logging into VA.gov or by contacting their local VA facility.

Will Veterans need to use two VA patient portal accounts?

As part of this transition to the federal EHR, Veterans will use a new online patient portal called My VA Health to support their care. Veterans must continue to use the My Health*e*Vet patient portal to request prescription refills or renewals for medications ordered by VA providers from other VA medical facilities not using the federal EHR. Prescriptions from VA medical facilities not using the federal EHR will not be transferred to My VA Health.

Is My VA Health safe and secure?

Yes, the new patient portal is secure. VA follows strict security policies and practices to protect personal health information. Only with appropriate login credentials will Veterans have access to their information in My VA Health. If a Veteran prints or downloads messages or health records, they will need to protect that information.

Learn more about the VA EHR Modernization program.