



U.S. Department  
of Veterans Affairs

## Veteran Fact Sheet: Changes to VA's online patient portal at Captain James A. Lovell Federal Health Care Center

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### What's changing?

If you currently use My HealtheVet to manage your health care online at the Captain James A. Lovell Federal Health Care Center (Lovell FHCC) and its associated clinics, you will begin using a new patient portal, called My VA Health, when the federal electronic health record (EHR) system goes live at Lovell FHCC in March 2024.

### How does this change affect me?

#### You will begin using the new patient portal – My VA Health – to

- » View and cancel your VA health appointments at Lovell FHCC and its clinics
- » Refill and renew VA medications prescribed by your VA health care teams at Lovell FHCC and its clinics
- » Send secure messages to your VA health care teams at Lovell FHCC and its clinics
- » Access your current VA health records for care provided at Lovell FHCC and its clinics

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

- » Evanston, Illinois
- » McHenry, Illinois
- » Kenosha, Wisconsin

**Note:** You must continue to use the [My HealtheVet patient portal](#) to manage care you receive from VA medical facilities not using the federal EHR system, including requesting prescription refills or renewals for medications ordered by VA providers from those facilities.

### Will this change affect the health care I receive?

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

## What if I do not 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 VA facilities not using the federal EHR system or to access your past information from Lovell FHCC and its clinics.

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

You can click on the My VA Health patient portal icon on the [Electronic Health Record Modernization \(EHRM\) webpage of Lovell FHCC's website](#). You will continue to sign in to the [My HealtheVet patient portal](#) directly or [sign in to My HealtheVet from VA's website](#) as you do today. You can sign in with any of these account types:

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

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

**Note:** If you have a Basic My HealtheVet account, follow this [step-by-step guide to learn how to upgrade your account to Premium](#) at no cost.

## How can I use VA's online tools to manage my health care?

### You will continue to use VA.gov to:

- » Sign in to access My HealtheVet and My VA Health patient portals
- » 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 not using the federal EHR system
- » Apply for and manage other VA benefits

## **You will continue to use My HealthVet to:**

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

## **You will begin using the My VA Health patient portal to:**

- » View and cancel VA health appointments at Lovell FHCC and its VA clinics
- » Refill and renew VA medications prescribed by your VA health care teams at Lovell FHCC and its VA clinics
- » Send secure messages to your VA health care teams at Lovell FHCC and its VA clinics
- » Access your current VA health records for care provided at Lovell FHCC and its VA clinics

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

Yes. To schedule or cancel VA health appointments at Lovell FHCC and its VA clinics by phone, call 847-688-1900.

Use the [Find VA Locations](#) tool to look up phone numbers and other contact information for any VA facility.

## **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 the federal EHR patient portal?**

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 Lovell FHCC at 847-688-1900.

## **What should I do if I have more questions about how to use the My VA Health patient portal?**

You can receive assistance with the My VA Health patient portal by contacting support 24 hours a day, 365 days a year, at 888-444-6982 or 888-444-MYVA.

## Where can I get more information?

### Learn more about:

- » [Learn how to get a My HealthVet Premium Account](#)
- » VA health tools, benefits and services available on [VA's website](#)
- » [Lovell FHCC's EHRM program](#)
- » The [My VA Health patient portal at Lovell FHCC](#)
- » VA's [EHR Modernization effort](#)