



**Captain James A. Lovell**  
Federal Health Care Center

# VA Health Apps and the Federal Electronic Health Record: What this change means for you

*The new record system and patient portal will change how Veterans use some VA health apps and online tools.*

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On March 9, 2024, the Captain James A. Lovell Federal Health Care Center (Lovell FHCC) will launch the Federal Electronic Health Record (FEHR). Along with this change, Veterans will begin using a new patient portal called [My VA Health](#).

## What this change means for you

If you currently use My HealtheVet or VA.gov to manage your health care online, you will begin using **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 may also need to change the way you use VA health apps and online tools***

After this transition, these five health apps and online tools will not be available to manage your care at Lovell FHCC. You'll need to use the **My VA Health** patient portal instead.

- VA: Health and Benefits\*
- Rx refill app
- VA online scheduling on VA.gov
- My VA Images online tool
- MHA for Veterans online tool

\* You'll still be able to use the VA: Health and Benefits mobile app to access your VA information and manage your non-health-related benefits.

**Note:** If you receive care at other VA health facilities that haven't transitioned to My VA Health, you'll **still** be able to use these apps and online tools to manage your care at those facilities.

**Figure 1: Veterans should use the My VA Health patient portal instead of these websites and apps.**

VA: Health and Benefits App



Rx Refill



My VA Images



MHA for Veterans



## VA Mobile Check-in (text messages)

After launching the FEHR, you will not be able to check in for appointments at Lovell FHCC using text messaging and will need to check in at the front desk instead.

**We are here to support you throughout this transition to the federal EHR system and patient portal.** To learn more about these changes at Lovell FHCC and access your patient portal, visit the [Electronic Health Record Modernization program page on the Lovell FHCC website](#). You can call My VA Health support 24 hours a day, 365 days a year, at 888-444-6982 or 888-444-MYVA.

### **What this change means for you in the future: An easier way to manage your health care online**

This transition to the My VA Health portal is a temporary one. We're working hard to create a new portal on VA.gov that will bring My HealtheVet and My VA Health together. So, you can manage your health across all VA health facilities—and your other VA benefits—in one place. The new **My HealtheVet on VA.gov** portal will also offer new features and improvements to make it as easy as possible for you to use. And you'll be able to manage your health care and benefits seamlessly on the web or in the VA: Health and Benefits mobile app once again.

We know this is a lot of change. We'll keep you updated on our progress with the new portal. And we're here to support you along the way. If you have questions, contact your Lovell My HealtheVet coordinator.