

My VA Health



Changes to VA's Online Health Management Portals

What's changing?

Beginning in late October 2020, Veterans receiving care at the Department of Veterans Affairs (VA) Mann-Grandstaff VA Medical Center (VAMC) will transition to a new electronic health record system. This includes a new way to manage your health care online, called My VA Health. This new health management portal will complement My HealtheVet for managing care at the Mann-Grandstaff VAMC and community-based outpatient clinics.

How does this change affect Veterans?

This will affect how Veterans use VA online health tools to:

- Schedule, review and cancel health appointments
- Refill their prescriptions
- Send secure messages to their VA providers
- Manage their current health records

Beginning in late October 2020, Veterans will use My VA Health to manage their care online for the Mann-Grandstaff VAMC in Spokane, Washington.

Veterans will also use My VA Health to manage their care online for community-based outpatient clinics in:

- Coeur d'Alene, Idaho
- Libby, Montana
- Sandpoint, Idaho
- Wenatchee, Washington

Will this change affect the care Veterans receive?

No. This change will only affect how Veterans manage their care online. Nothing will change with how their health care team cares for them. VA will continue to provide Veterans with the same level of care throughout this transition.

Will Veterans still have access to My HealtheVet and the VA.gov appointments tool?

Yes. Veterans will still have access to My HealtheVet and the VA appointments tool on VA.gov. They can use these tools to manage their care at other facilities or to access their past information from Mann-Grandstaff.



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How will Veterans know where to go to manage their health care online?

Veterans will sign in as they do today to My HealtheVet (at myhealth.va.gov) or VA.gov (at www.va.gov/sign-in). Veterans can sign in with any of these three accounts:

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

Then Veterans can pick the health tool they'd like to use (like secure messaging).

Note: If a Veteran has a Basic or Advanced My HealtheVet account, they should go to <https://www.myhealth.va.gov/premium>. Click on the link for the step-by-step guide to learn how to upgrade their account to **Premium**.

Here's how Veterans can use VA online tools to manage their care

Veterans will continue to use VA.gov to:

- Sign in to access My HealtheVet and My VA Health
- Change their address on file with VA for their health care and other VA benefits
- Schedule, review and cancel appointments for VA health facilities other than the Mann-Grandstaff VAMC and community-based outpatient clinics
- Apply for and manage other VA benefits

Veterans will continue to use My HealtheVet to:

- Manage their health records and prescription refills for any VA health facilities other than the Mann-Grandstaff VAMC and community-based outpatient clinics
- Access their past secure messages from before this transition

Veterans will now use My VA Health to:

- Schedule, review and cancel appointments at the Mann-Grandstaff VAMC and community-based outpatient clinics
- Refill and renew medications prescribed by providers at the Mann-Grandstaff VAMC and community-based outpatient clinics
- Send secure messages to their VA providers at the Mann-Grandstaff VAMC and community-based outpatient clinics
- Manage their current health care records connected to care at the Mann-Grandstaff VAMC and community-based outpatient clinics



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Will Veteran's personal health information be protected?

Yes. VA health management portals are secure. VA follows strict security policies and practices to protect their personal health information. And only Veterans and their VA health care team will have access to their information.

If a Veteran prints or downloads any messages, they'll need to take responsibility for protecting that information.

Should Veterans do anything to prepare for My VA Health?

Veterans should make sure their contact information and addresses are correct before My VA Health arrives at Mann-Grandstaff VAMC. They can do this by logging into VA.gov, if they have a VA.gov account, or by calling Mann-Grandstaff at 509-434-7000.

What should Veterans do if they have more questions about how to use My VA Health?

They can call My VA Health support anytime at 800-962-1024.

Can Veterans still schedule or cancel appointments by phone?

Yes. To schedule or cancel appointments at the Mann-Grandstaff VAMC and community-based outpatient clinics by phone, call (509) 434-7050 or (800) 325-7940.

To find the phone number for another VA facility, go to www.va.gov/find-locations/.

Where can I get more information?

Learn more about:

- My HealthVet **Premium** accounts and how to upgrade your account at www.myhealth.va.gov/premium
- VA health tools and other benefits and services at www.va.gov
- My VA Health at Mann-Grandstaff VAMC at www.spokane.va.gov/services/EHRM.asp
- VA's electronic health record efforts at www.ehrm.va.gov



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