

## Prepare for Improvements to VA’s Patient Portal for Scheduling

**Audience: VA Central Ohio Healthcare System Veterans**

Beginning in August 2020, Veterans receiving care at the VA Central Ohio Healthcare System, will use a new patient scheduling tool, **My VA Health**, to book certain types of appointments (see table below).

My VA Health is a new online scheduling solution available through My HealthVet **Premium** accounts. It is part of the Department of Veterans Affairs’ (VA) ongoing efforts to implement a new electronic health record (EHR) and modernize the tools available for Veterans to manage their VA health care experience.

During this transition, Veterans will sign in as they do today through My HealthVet or VA.gov. Once there, they will have access to both My HealthVet and the new My VA Health scheduling solution to request and book appointments, as appropriate. Veterans will not need a referral to schedule the appointment types below through My VA Health. For all appointment types at the VA Central Ohio Healthcare System, Veterans still have the option to schedule by calling 614-257-5200.

VA is working to make the transition from the current scheduling portal, MyChart, to the new one, My VA Health, simple for Veterans.

When My VA Health becomes available, Veterans will use both My HealthVet and My VA Health	
Veterans should use My HealthVet to:	Veterans should use My VA Health to:
<ul style="list-style-type: none"> <li>• Request help scheduling appointments using My HealthVet Secure Messaging for specialty appointment types not listed in the box to the right.</li> <li>• View all appointments scheduled through My VA Health and My HealthVet.</li> <li>• View historical appointments.</li> <li>• Manage and view your VA health records.</li> <li>• Request VA prescription refills.</li> <li>• Send secure electronic messages to your health care team.</li> </ul>	<ul style="list-style-type: none"> <li>• Schedule appointments for:               <ul style="list-style-type: none"> <li>○ Primary care</li> <li>○ Nutrition</li> <li>○ Women’s health</li> <li>○ Transition care management</li> <li>○ Podiatry</li> <li>○ Eye care</li> <li>○ Mental health</li> <li>○ Audiology clinics</li> <li>○ Social work</li> <li>○ Telehealth</li> <li>○ MOVE! (weight management program)</li> </ul> </li> <li>• View all appointments scheduled through My VA Health and My HealthVet.</li> <li>• View historical appointments.</li> </ul>

### Accessing My VA Health

Veterans can access My VA Health via links on VA.gov, My HealtheVet or directly from <https://patientportal.myhealth.va.gov>. Veterans can use one of the three credentials they use today:

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

### Preparing for My VA Health

My VA Health requires a My HealtheVet **Premium** account to access the My VA Health scheduling portal.

### How to Upgrade to a Premium Account

- Option 1:** Veterans can use their DS Logon account or ID.me to upgrade their My HealtheVet account to **Premium** online by visiting <http://www.myhealth.va.gov/premium> and following the steps listed to get a **Premium** account.
- Option 2:** Veterans may also upgrade their account using a video conference from home, or in person at a local VA facility. They should check in with their local facility for hours of operation. To upgrade a My HealtheVet account to **Premium** status in person, Veterans will need to:
- Be a VA patient and have an active My HealtheVet Advanced account.
  - Accept the current My HealtheVet Terms and Conditions.
  - Provide a primary government-issued photo identification (ID).
  - Provide a secondary form of ID if your primary ID does not match your official VA medical record (such as a recent name change).

Once a Veteran has logged on, they will see the option for both My HealtheVet and My VA Health to schedule appointments, based on the type of appointment needed.



### More Information

- Learn more about a My HealtheVet **Premium** account at [www.myhealth.va.gov/premium](http://www.myhealth.va.gov/premium).
- Read more about VA's Electronic Health Record Modernization (EHRM) at [www.ehrm.va.gov](http://www.ehrm.va.gov).
- See more about My VA Health at the VA Central Ohio Healthcare System at [www.columbus.va.gov](http://www.columbus.va.gov).
- Access My VA Health and My HealtheVet at [www.va.gov](http://www.va.gov) or [www.myhealth.va.gov](http://www.myhealth.va.gov).

