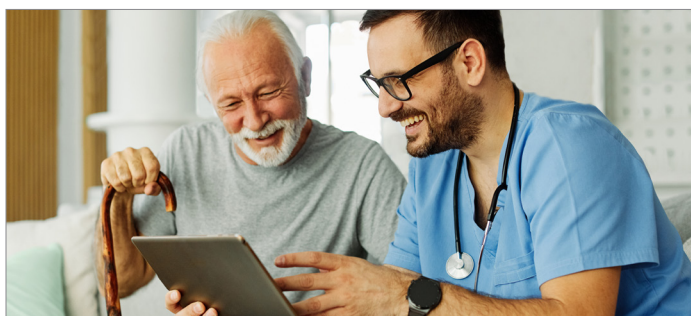




# VA'S NEW ELECTRONIC HEALTH RECORD SYSTEM

## Things Every Veteran Can Do to Prepare

VA is deploying a new electronic health record (EHR) called the Federal EHR at all VA medical facilities. This system contains your health records, including from your time in the military, and tracks all your medical care. The Federal EHR will improve the way that your VA health care facility operates and will lead to better care for you and your fellow Veterans.



### WHAT TO DO

Here are a few things you can do to prepare for the transition to the new system.



#### Make appointments early

There may be fewer appointments available right before and after the Federal EHR goes live at your VA, so be sure to make your appointments early. Call your local VA medical center and select the option for scheduling.



#### Use Secure Messaging

If you have a non-urgent, non-emergency question or request for your health care team, try Secure Messaging through My HealtheVet. Use your Login.gov or ID.me account to [sign in](#) (or create an account if you don't have one) and look for the Secure Messaging tab.



#### Refill and renew prescriptions early

Refill and renew your prescriptions early to avoid potential pharmacy delays. Call your local VA medical center and select the option for pharmacy.



#### Update your contact information

Ensure your contact information — your email, phone number, and address — is up to date in your VA profile. Sign in using your Login.gov or ID.me account to confirm your information is accurate.

If you have changed your legal name, you need to verify your new name in DoD's Defense Enrollment Eligibility Reporting System (DEERS).

If an update is needed:

- [Change your name in DEERS](#), or
- Call the Defense Manpower Data Center support office at 1-800-538-9552 (TTY: 1-866-363-2883), Monday - Friday, 8 a.m. - 8 p.m. ET.



#### Get the latest news and updates

- Visit the [EHR Modernization website](#) for the latest information on this priority VA program.
- Follow your VA medical center on social media, like Facebook, for local updates.

**NOTE:** For questions on appointments or prescriptions, send a secure message to your health care team.