



# Veteran Appointment Request

*Quick Start Guide*



**VA**  
HEALTH  
CARE

Defining  
**EXCELLENCE**  
in the 21st Century

## Overview

---



The Veteran Appointment Request (VAR) mobile application (app) allows Veterans who are in the Department of Veterans Affairs (VA) health care system to request and view primary care and mental health appointments at VA facilities where they already receive care. VA schedulers then book appointments based on a Veteran's request. The VAR App also allows Veterans who are members of a Patient Aligned Care Team (PACT) to schedule and cancel selected primary care appointments directly through the app.

**NOTE:** Unless the patient is able to book the appointment directly through the app, submitting a request does not mean an appointment has been booked until it has been confirmed by VA. Veterans should always dial 911 or call their local VA facility in the event of an emergency.

## 1

## Prerequisites

To use the VAR App, you must:

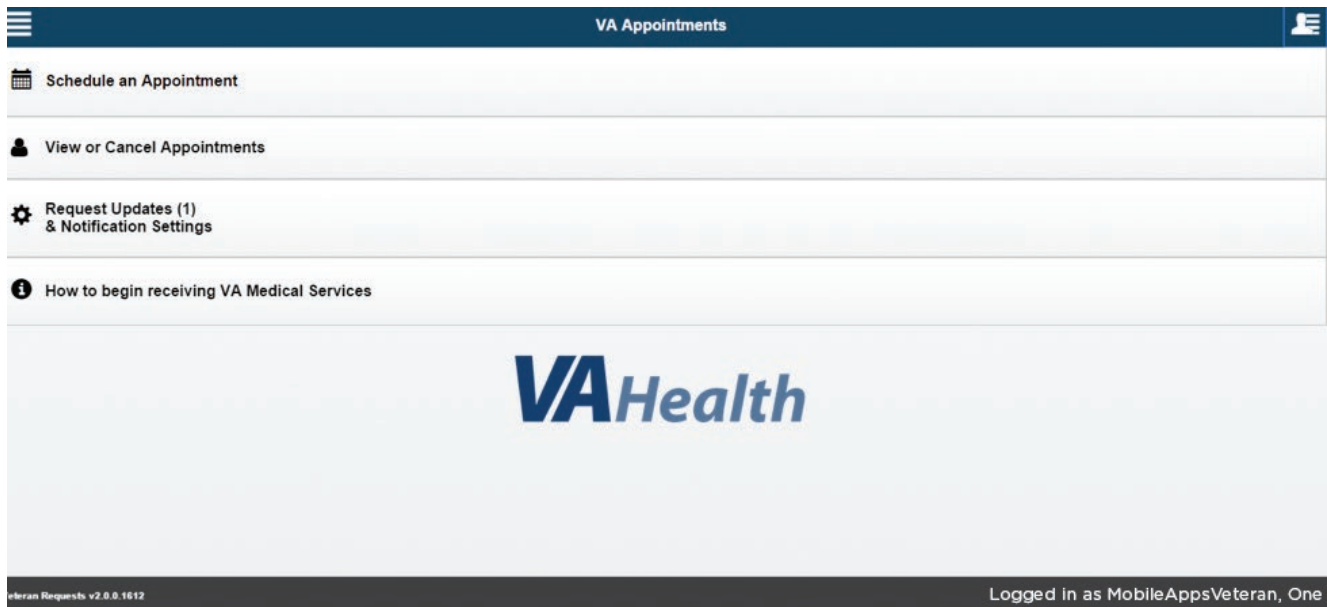
1. Be enrolled in VA health care.
2. Have a DS Logon Level 2 (Premium) Account – The VAR App can access your VA Electronic Health Record (EHR) and therefore, for your security, requires a DS Logon Level 2 (Premium) Account. If you do not have a DS Logon Level 2 (Premium) Account, or you are not sure, visit [mobile.va.gov/dslogon](https://mobile.va.gov/dslogon) for more information.

## 2

## Getting to Know the Screen

The VAR App has three main parts:

3. VA Appointments Home screen – four tabs (Schedule an Appointment, View or Cancel Appointments, Request Updates & Notification Settings and How to begin receiving VA Medical Services)
4. App Menu – a slide-out menu with a four-line icon in the upper left corner of the screen that lets you go to the screens for Home, Schedule an Appointment, View or Cancel Appointments and Request Updates & Notification Settings
5. User Menu – a slide-out menu with a four-line icon and a silhouette in the upper right corner of the screen that lets you go to the screens for About, Feedback, Launchpad and Logout



3

## Enrolling in VA Medical Services

On the Home screen, tap **How to begin receiving VA Medical Services**. (NOTE: You can also reach this screen from the Schedule an Appointment screen). You will see an Enroll screen that provides you with a link to the VA Facility Locator that will help you find a VA Medical Facility near you, and instructions to contact the VA medical facility to begin the registration process. To return to the Home screen from the Enroll screen, tap **OK** or tap the **X** with a circle in the upper right corner of your screen.

4

## Directly schedule a new primary care appointment

You can schedule primary care appointments at facilities where you have a PACT directly through the VAR App.

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **Schedule an Appointment**. You will go to the Book New Appointments screen. Tap **Schedule your own Primary Care Appointment on the Clinic Calendar**. On the next screen, tap the facility where you would like to book your appointment, and then tap **Book Appointment**. Fill out information about your request, and tap **Find an Appointment**. Indicate the time and date for your appointment, and tap **Book** to confirm. You will have the opportunity to enter your email address so that you receive an email reminder.

The screenshot displays the 'Schedule My Appointment' interface. At the top, it says 'Schedule My Appointment' and 'Choose a Primary Care Clinic'. The facility is 'LV VAMC 1' with provider 'MobileAppsProvider, One'. A date picker is overlaid, showing 'FRIDAY' and the date 'FEB 13 2015'. The form includes the following fields:

- \* Required fields:**
  - GENERAL MEDICINE
  - BLD#1 BASEMENT (1294 Appointments Available)
- \* Reason for Appointment (156 characters remaining):** sick
- \* Desired Appointment Date:** MM/DD/YYYY

At the bottom, there is a 'Find an Appointment' button. The footer shows 'Veteran Requests v2.0.0.1612' and 'Logged in as MobileAppsVeteran, One'.

5

## Request an Appointment

By requesting an appointment, you can tell VA where, when and why you need an appointment and how VA should contact you in order to schedule an appointment. (**NOTE:** you can only have one pending Primary Request and two pending Mental Health requests at a time; VA must process your requests before additional requests can be submitted.)

To request a new appointment, tap **Schedule an Appointment** either on the Home screen or from the slide-out App Menu in the upper left corner. You will go to the Book New Appointments screen. Tap **Request a VA Clerk Schedule a Primary Care or Mental Health Appointment** if you would like to request an appointment online or **Book Appointment by Phone** if you would like a VA scheduler to call you, and fill out the information about your request. Tap **Review** to see a Verify Request screen that summarizes your appointment request details, and if the information is correct, tap **Submit**.

The screenshot shows the 'New Request' form with the following fields and options:

- \*Facility:** TEST LV VAMC
- \*Type of Care:**
  - Primary Care
  - Mental Health
- \*Provider:** The provider I want to see is not listed
- \*Preference:**
  - Book appointment with any available provider
  - Call before booking appointment
- \*Type of Visit:** (Field is partially obscured by a dark bar)

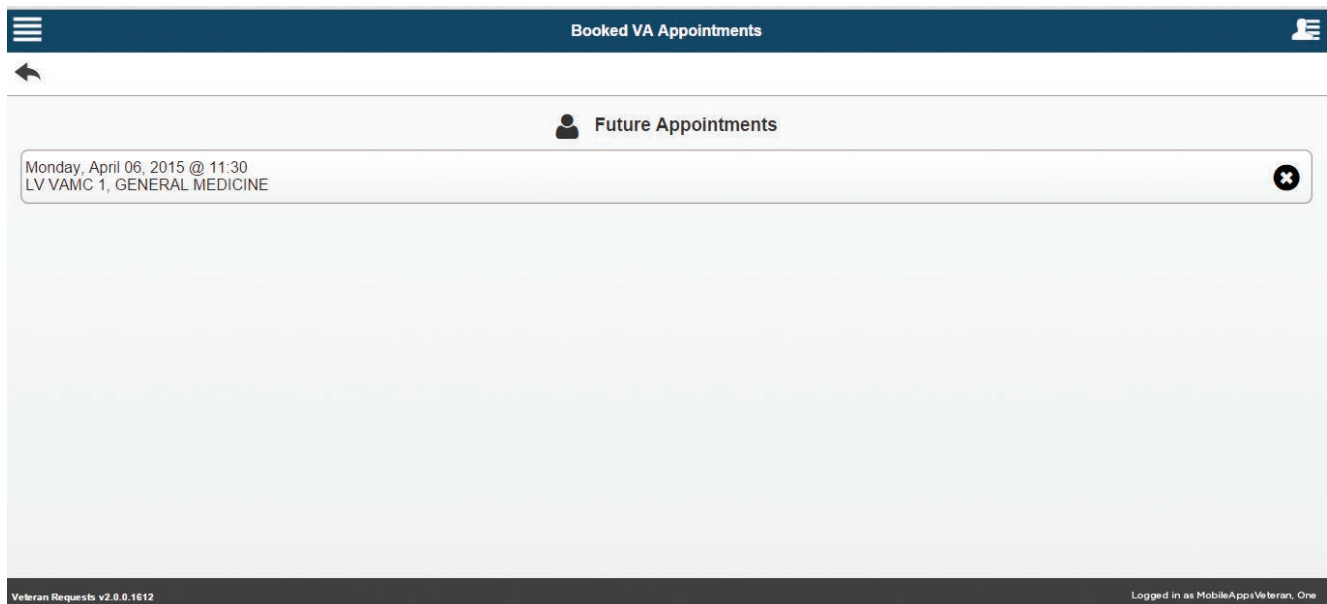
At the bottom of the screen, there is a footer with the text: 'Veteran Requests v2.0.0.1612' on the left and 'Logged in as MobileAppsVeteran\_One' on the right.

## 6

## Viewing or Canceling an Appointment

The VAR App allows you to view all of your scheduled appointments at any time. You can also cancel any appointments you have scheduled yourself through the app.

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **View or Cancel Appointments** to see a list of all VA facilities where you have received care. Tap the name of the facility, and then tap **View Appointments**. You will see all of your future appointments scheduled at that facility. If you are viewing your appointments at a facility where you have a PACT, tap the **X** next to the appointment you would like to cancel, enter the information about the cancellation, and tap **Cancel Appointment**. **NOTE:** Mental health appointments and appointments at facilities where you do not have a PACT must be cancelled via phone.



## 7

## Viewing Appointment Request Status

At any time, you can see the status of all appointment requests you have made through the VAR App.

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **Request Updates & Notification Settings** to go to the Notifications Screen. Tap the arrow next to **Requests** to expand or hide the Requests Tab, and then tap the drop-down menu at the top of the expanded Requests tab to choose the category of request you would like to see (All, Submitted, Cancelled, Booked and Not Booked). Tap a request to see more details about that request. From the details screen, if you would like to cancel your request, tap **Cancel** in the upper right corner of your screen, then tap **Confirm**.

The screenshot displays the 'Details' screen of the Veteran Appointment Request App. At the top, there is a dark blue header with a hamburger menu icon on the left, the word 'Details' in the center, and a user profile icon on the right. Below the header, there is a 'Back' button with a left-pointing arrow and a 'Cancel' button with a close icon. The main content area is titled 'Request Status' and features a prominent yellow notification box with the text: 'Status changed to Submitted. This appointment request has been submitted. After review by the clinic, updated information will be available here.' Below the notification, the section is titled 'Additional Request Details' and contains a text input field with the placeholder text: 'Enter Text Here... (maximum of 100 characters). Messages are NOT intended to be used for Cancelling an appointment. Messages are NOT intended to be used for "clinical" questions that may need provider attention;'. A blue 'Send' button is positioned below the input field. At the bottom of the screen, there are two fields labeled 'From VA:' and 'From Me:'. A 'Request Details' link with a checkmark icon is located at the bottom center. The footer of the app shows 'Veteran Requests v2.0.0.1612' on the left and 'Logged in as MobileAppsVeteran, One' on the right.

# Help and Additional Information



Additional Training Materials for the VAR App: More resources, such as a User Manual, Slideshow and FAQs, can be found on [\*mobile.va.gov/training\*](https://mobile.va.gov/training).

Help Desk Information: If you need assistance with the VAR App, dial **1-877-470-5947** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711.

DS Logon Help: If you have questions about your DS Logon account, visit [\*mobile.va.gov/dslogon\*](https://mobile.va.gov/dslogon) or dial **1-800-983-0937** for assistance.