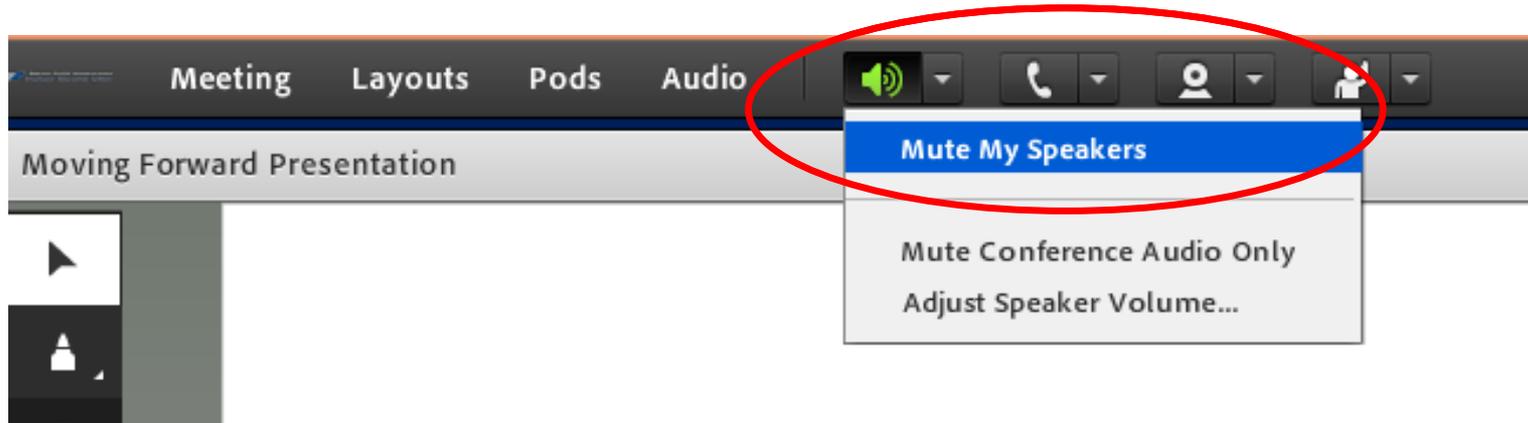


# Please remember to mute your speakers.



## VA Mobile Discussion Series

For audio, please dial in using VANTS:  
**1-800-767-1750 pc: 32523#**

Thank you for joining. We will begin shortly.

# **VA** *Mobile*

## **VA Online Scheduling**

VA Mobile Discussion Series

November 16, 2017



**VA**  
**HEALTH**  
**CARE**

Defining  
**EXCELLENCE**  
in the 21st Century



# OVERVIEW OF PRESENTATION

- What is VA Online Scheduling?
- Challenges encountered with VA Online Scheduling
- VA Online Scheduling Improvement Updates
- Accessing VA Online Scheduling through My HealtheVet
- Using VA Online Scheduling through My HealtheVet
- Next Steps



## WHAT IS VA ONLINE SCHEDULING?

- VA Online Scheduling is the new name for the Veteran Appointment Request App (VAR)
- Gives Veterans the ability to manage their VA healthcare appointments online.





## WHAT IS VA ONLINE SCHEDULING?

- Self-schedule return visits to Primary Care clinic
- Submit requests to be scheduled into Primary Care
- Submit requests to be scheduled into Mental Health
- View all upcoming appointments
- Cancel select appointments
- Message with VA schedulers
- Receive email notifications of request status



# VA ONLINE SCHEDULING STATISTICS

- First sites live with VAR January 2017
- 106/141 sites live with VA Online Scheduling
- 4800 self-scheduled appointments made
- 3900 requests submitted
- 1600 appointments canceled



# CHALLENGES

- DS Logon Authentication
- Integrated VistA
- Odd start time/non-standard appointment lengths
- Variability of VistA instances



# VA ONLINE SCHEDULING NEW FEATURES

- Addition of specialties: Audiology, Optometry
- Authentication with My Health $e$ Vet Premium credentials
- Integration with My Health $e$ Vet Patient Portal



# MY HEALTHEVET INTEGRATION OVERVIEW

- My Health<sup>e</sup>Vet integration to Veteran Appointment Request (VAR) is changing in November 2017.
- Online Scheduling Tool-My Health<sup>e</sup>Vet Integration will be phased in strategically over time.
- It has been proposed that Veterans Appointment Request (VAR) be changed to Online Scheduling Tool. My Health<sup>e</sup>Vet will no longer reference it as VAR.
- If logged into My Health<sup>e</sup>Vet and eligible for online scheduling, the user now has a single logon for both My Health<sup>e</sup>Vet and the Online Scheduling Tool.
- Currently, VA Appointments is available at over 100 VAMCs.
  - A complete list of VAMCs using VA Appointments is available at <https://mobile.va.gov/app/veteran-appointment-request>
- Users will be able to access VA Appointments through Vets.gov and eBenefits websites.



## PAGE CHANGES IN MY HEALTHEVET

- You will see changes regarding online scheduling on the following pages in My Health*e*Vet:
  - My Health*e*Vet Home Page
  - Keeping Up With All Your VA Appointments (In the Spotlight article)
  - View My VA Appointments Page
  - Schedule a VA Appointment Page



# Accessing VA Online Scheduling through My Health*eVet*



# ELIGIBILITY CRITERIA

- Premium My HealtheVet Account
  - A My HealtheVet user must have a Premium account and be a VA patient to use the online scheduling capability; not basic or advanced.
- Participating VAMCs Where Appointment is Requested
  - The Appointment must be scheduled at a participating VAMC where the online scheduling tool is offered.
  - The appointment must be with a participating clinic, and the Veteran's PMC must be participating with Online Scheduling Tool.
  - The VAMC must have Online Scheduling Tool appointment slots available.



# SCENARIOS

- Eligible Premium My Health*e*Vet user
- Anonymous User – not logged into My Health*e*Vet
- Basic/Advanced My Health*e*Vet user
- Ineligible Premium My Health*e*Vet user



# ELIGIBLE PREMIUM MY HEALTHEVET USER (1 OF 6)

- The Veteran is:
  - Logged into My HealtheVet using their Premium My HealtheVet Account
  - A VA patient
  - Making their appointment at a participating VAMC
    - With a Primary Care Physician participating in the Online Scheduling program
    - In a clinic that is participating in the Online Scheduling program
    - That has available appointment slots for an online appointment



- The My Health<sup>e</sup>Vet pages that have changed are:
  - Home page
    - Appointments Tile
    - VAR Button
  - View My VA Appointments page
  - Schedule a VA Appointment page



# ELIGIBLE PREMIUM MY HEALTHEVET USER (3 OF 6)

- The links in the Appointment tile on the Home Page have changed to:
  - **View My VA Appointments**
  - **Schedule a VA Appointment**
- Text in the first gray box in the Spotlight is changed to **Schedule a VA Appointment**

VA | My healthvet

Search | About | Contact

Home | Personal Information | Pharmacy | Research Health | Get Care | Track Health | MHV Community | Secure Messaging

Welcome Test (Premium) | Last successful login: 05 Oct 2017 @ 1430 ET | Log Out

<b>Pharmacy</b> Refill VA Prescriptions Track Delivery Medications Lists	<b>Appointments</b> View My VA Appointments Schedule a VA Appointment VA Facility Locator	<b>Messages</b> Secure Messaging	<b>Health Records</b> Medical Reports Labs and Tests Track Health
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**Resources**

Benefits	Veterans Health Library	Community
Mental Health	Healthy Living	Health Living Assessment

**In the Spotlight**

It's Here! The Improved My HealtheVet Website

We are proud to announce the release of our newly redesigned website is officially here. It is designed to reflect your needs and adopts the U.S. Web Design Standards

Schedule a VA appointment



# ELIGIBLE PREMIUM MY HEALTHEVET USER (4 OF 6)

- If the user selects **View My VA Appointments**, they will see:
  - The **View My VA Appointments** page
  - A **Before your appointment** box listing the tasks the user may want to perform prior to actually scheduling their appointment
  - A **VA Appointments Summary** table
  - A **Schedule a VA Appointment** button

Welcome Lauraone (Premium )  
Last successful login: 06 Nov 2017 @ 13:14 ET Log Out

[My HealthVet](#) / [Get Care](#) / [Appointments](#)

**Get Care**

- Care Givers
- Treatment Facilities
- My Coverage
- Health Calendar
- Appointments**
- Wellness Reminders

**View My VA Appointments**

Personal Health Record of LAURAONE GPKTESTFIVE

Your VA Appointments Information was last updated in My HealthVet on 11/07/2017 at 10:56.

[User Guide](#) [Print](#) [Help](#)

**Before Your Appointment**

- Check your VA Appointments list before your visit. This will let you know if your appointment has been changed or cancelled.
- Your clinic phone number can be found by using the [Facility Locator](#).
- Please remember to bring your insurance information with you to your appointment!
- Select [Profiles](#) to be taken to your Profiles page to subscribe to VA Appointment email notifications and reminders.
- [Learn More](#) about your VA Appointments.

**VA Appointments Summary**

Select an item to view details.

Appointment Date/Time	Status	Clinic	Location
No records found.			

**This information is from your official VA Medical Record.**  
My HealthVet does not share your information with VA's appointment system. To cancel, change or request an appointment with your VA health care team, you will need to contact your local VA.

**Schedule a VA Appointment** >



# ELIGIBLE PREMIUM MY HEALTHEVET USER (5 OF 6)

- If the user selects **Schedule a VA Appointment** from the Appointments Tile or from In the Spotlight, they will see:
  - Bullets providing eligibility reminders for scheduling an appointment online
  - A link to a list of VA facilities that offer online scheduling
  - A link providing detailed instructions on how to use the online scheduling tool
  - A **Schedule a VA Appointment** button
  - A link to all VA facility's phone numbers so they may schedule an appointment by phone if they are not eligible to schedule online

Welcome Lionel (Premium)   
Last successful login: 30 Oct 2017 @ 15:41 ET

[My HealtheVet](#) / [Get Care](#) / [Appointments](#) / [Schedule a VA Appointment](#)

## Schedule a VA Appointment

### Schedule an appointment online

VA now offers online appointment scheduling for some appointments. You can schedule your VA appointments online if:

- You have a My HealtheVet Premium account
- You are requesting an appointment at a VA facility that participates in online scheduling. [View the list of VA facilities that offer online scheduling.](#)

What types of appointments can I schedule online?

- You can schedule a **primary care** appointment at a participating VA facility where you have had a primary care appointment in the **last two years**.
- You may also be able to schedule specialty appointments, such as outpatient mental health, optometry, and audiology, at participating facilities.

[How to use the online scheduling tool to make an appointment](#)

[Schedule a VA Appointment](#)

[Schedule an appointment by phone](#)

If your facility is not participating in online scheduling, or if you need a type of appointment that is currently not supported, you can still call your facility directly to schedule. [Find your VA facility's phone number](#)

### VA Facilities Using the Online Scheduling Tool

Maine, Massachusetts, New Hampshire, Rhode Island & Vermont (MISN 1)

1. Manchester VA Medical Center (Manchester, NH)
2. Providence VA Medical Center (Providence, RI)



## ANONYMOUS MY HEALTHEVET USER (1 OF 4)

- The User is:
  - Not logged into My HealtheVet
- The My HealtheVet pages that have changed are:
  - Home page
    - Appointments Tile
    - VAR Button
  - “Keeping Up With All Your VA Appointments”- In the Spotlight article



# ANONYMOUS MY HEALTHEVET USER (2 OF 3)

- If the user accesses My HealthVet and has not logged in:
  - The dashboard displays an Appointments Tile with a **Read More** link
  - The first gray button found In the Spotlight has changed from Veterans Appointment Request to **Schedule a VA Appointment**



# ANONYMOUS MY HEALTHEVET USER (4 OF 4)

- If the user selects **Read More** in the Appointment Tile or the **Schedule an Appointment Online** button the user is directed to the Spotlight article titled “Keeping Up with All Your VA Appointments.”
  - This article educates the user on how to schedule appointments online

The screenshot shows the My HealtheVet website interface. At the top, there is a navigation bar with the VA logo and 'My HealtheVet' text. Below the navigation bar, there is a search bar and links for 'About' and 'Contact'. The main content area features a header with 'Login to Manage Your Healthcare' and buttons for 'Login' and 'Register'. The article title 'Keeping Up with All Your VA Appointments' is highlighted with a red box. Below the title, there is a sub-header 'Who Can Use My HealtheVet Appointment Tools' with a list of bullet points. One of the bullet points, 'Upgrade my account to Premium', is highlighted with a red box. Below this, there is a section 'Use Your My HealtheVet Premium Account to:' with a list of bullet points. At the bottom of the article, there is a button 'Log In to My HealtheVet to Schedule a VA Appointment Online' highlighted with a red box. The footer of the page reads 'VA Facilities Using the Online Scheduling Tool'.



## BASIC/ADVANCED MY HEALTHEVET USER (1 OF 3)

- The user:
  - Has a Basic OR Advanced My HealtheVet account
  - Is a VA patient
- The My HealtheVet pages that have changed are:
  - Home page
    - Appointments Tile
  - View My VA Appointments page



# BASIC/ADVANCED MY HEALTHEVET USER (2 OF 3)

- On My HealthVet Home page in the Appointments tile, the VA Appointments link has changed to **View My VA Appointments**.
- The first gray button found in the Spotlight has changed from Veterans Appointment Requests to **Schedule a VA Appointment**.

The screenshot displays the My HealthVet website interface. At the top, the VA logo and "My healthvet" branding are visible, along with search, about, and contact links. A navigation menu includes Home, Personal Information, Pharmacy, Research Health, Get Care, Track Health, and MHV Community. A user welcome message for "Lucy (Basic)" is shown, including a "Log Out" link. A light blue banner reads: "Welcome to our redesigned site! Learn about what's new and what's the same." Below this, three main service tiles are presented: Pharmacy (with links for Refill VA Prescriptions, Track Delivery, and Medications Lists), Appointments (with links for View My VA Appointments, Health Calendar, and VA Facility Locator), and Health Records (with links for Medical Reports, Labs and Tests, and Track Health). A Resources section follows, containing links for Benefits, Mental Health, Veterans Health Library, Healthy Living, Community, and HealtheLiving Assessment. The "In the Spotlight" section features a headline "It's Here! The Improved My HealtheVet Website" and a sub-headline "We are proud to announce the release of our newly redesigned website is officially here. It is designed to reflect your needs and adopts the U.S. Web Design Standards." A gray button with a calendar icon and the text "Schedule a VA appointment" is highlighted with a red border.



# BASIC/ADVANCED MY HEALTHEVET USER (3 OF 3)

- If the user selects **View My VA Appointments** or the **Schedule a VA Appointment** button in Spotlight:
  - The View My VA Appointments page displays that explains why they cannot proceed to schedule an appointment online
  - Links display to create a **Premium** account or **Find your VA health facility's phone number** to call for an appointment

VA | My HealtheVet

Search | About | Contact

Home | Personal Information | Pharmacy | Research Health | Get Care | Track Health | MHV Community

Welcome Lauren (Basic) | Last successful login: 11 Oct 2017 @ 12:01 ET | Log Out

My HealtheVet / Get Care / Appointments

Get Care

- Care Givers
- Treatment Facilities
- My Coverage
- Health Calendar
- Appointments**
- Wellness Reminders

**View My VA Appointments**

VA Appointments is a My HealtheVet feature that provides a detailed view of VA clinic appointments, 24 hours a day, 7 days a week. To access this tool, you must upgrade to **Premium** My HealtheVet account.

If you need help, please [contact us](#).

Trying to schedule a VA appointment?  
You may still call the VA health facility. [Find your VA health facility's phone number](#) if you want to receive care.



# INELIGIBLE PREMIUM MY HEALTHEVET USER (1 OF 4 )

- The user:
  - Does not get services from a VAMC participating in online scheduling OR
  - Is requesting an appointment at a VAMC where the Online Scheduling Tool scheduling slots are full
- My Health~~e~~Vet pages that have changed are:
  - Home page
    - Appointments Tile
    - Veterans Appointment Request button
  - View My VA Appointments page
  - Schedule a VA Appointment page



# INELIGIBLE PREMIUM MY HEALTHEVET USER (2 OF 4)

- On My HealtheVet Home page in the Appointments tile, the View My Appointments link has changed to **View My VA Appointments**.
- The first gray button found in the Spotlight has changed from Veterans Appointment Request to **Schedule a VA Appointment**.

The screenshot displays the My HealtheVet user interface for a Premium user named Lauraone. The top navigation bar includes links for Home, Personal Information, Pharmacy, Research Health, Get Care, Track Health, MHV Community, and Secure Messaging. A welcome message and a 'Log Out' button are visible. A banner below the navigation bar reads: 'Welcome to our redesigned site! Learn about what's new and what's the same.' The main content area is divided into four tiles: Pharmacy (with links for Refill VA Prescriptions, Track Delivery, and Medications Lists), Appointments (with links for View My VA Appointments, Health Calendar, and VA Facility Locator), Messages (with Secure Messaging), and Health Records (with links for Medical Reports, Labs and Tests, and Track Health). Below these tiles is a 'Resources' section with links for Benefits, Veterans Health Library, Community, Mental Health, Healthy Living, and HealthLivingAssessment. At the bottom, the 'In the Spotlight' section features a gray button labeled 'Schedule a VA appointment'.



# INELIGIBLE PREMIUM MY HEALTHEVET USER (3 OF 4)

- If the user selects **View My VA Appointments:**
  - The View My VA Appointments page displays **WITH NO Schedule a VA Appointment** button

Welcome Lauraone (Premium) [Log Out](#)

Last successful login: 06 Nov 2017 @ 13:14 ET

[My HealtheVet](#) / [Get Care](#) / [Appointments](#)

**Get Care**

- Care Givers
- Treatment Facilities
- My Coverage
- Health Calendar
- Appointments**
- Wellness Reminders

**View My VA Appointments**

Personal Health Record of LAURAONE GPKTESTFIVE

Your VA Appointments Information was last updated in My HealtheVet on 11/07/2017 at 10:56.

[User Guide](#) [Print](#) [Help](#)

**Before Your Appointment**

- Check your VA Appointments list before your visit. This will let you know if your appointment has been changed or cancelled.
- Your clinic phone number can be found by using the [Facility Locator](#).
- Please remember to bring your insurance information with you to your appointment!
- Select [Profiles](#) to be taken to your Profiles page to subscribe to VA Appointment email notifications and reminders.
- [Learn More](#) about your VA Appointments.

**VA Appointments Summary**

Select an item to view details.

Appointment Date/Time	Status	Clinic	Location
No records found.			

**This information is from your official VA Medical Record.**  
My HealtheVet does not share your information with VA's appointment system. To cancel, change or request an appointment with your VA health care team, you will need to contact your local VA.



- If the user selects the **Schedule a VA Appointment** button in Spotlight on the Home Page:
  - A unique **Schedule A VA Appointment** page displays

VA | My healthvet Search | About | Contact

Home | Personal Information | Pharmacy | Research Health | Get Care | Track Health | MHV Community | Secure Messaging

Welcome Lauraone (Premium) Log Out

Last successful login : 26 Oct 2017 @ 0933 ET

[My HealthVet](#) / [Get Care](#) / [Appointments](#) / [Schedule a VA Appointment](#)

## Schedule a VA Appointment

VA currently offers online appointment scheduling at some VA facilities. Your preferred VA health facility currently is not using the online scheduling tool. We are working to improve access to online scheduling. Check back soon.

**i** **Schedule an appointment by phone**  
If your facility is not participating in online scheduling, or if you need a type of appointment that is currently not supported, you can still call your facility directly to schedule.

[Find your VA facility's phone number](#)



# ACCESSING SCHEDULE VA APPOINTMENTS THROUGH EBENEFITS AND VETS.GOV

- Users in **eBenefits** can access the online scheduling tool through the VA Appointment module if they meet the criteria.
- Users in **Vets.gov** can access the online scheduling tool if they meet the criteria.



# Using VA Online Scheduling



# LOG IN TO ONLINE SCHEDULING

The screenshot shows the 'VA Appointments' app interface. At the top, there is a dark blue header with the text 'VA Appointments' and a menu icon. Below the header, the main content area has a white background. It starts with a large heading 'Welcome to VA Appointments' in a dark blue font. Underneath, a paragraph explains that the app allows patients to request and schedule appointments. A red-bordered box contains a 'NOTE' about monitoring and emergency instructions, including a 'CALL 911' button and a 'Veterans Crisis Line' button. Below this box is a 'Login' button and the 'VAHealth' logo at the bottom.

VA Appointments

## Welcome to *VA Appointments*

The VA Appointment Scheduling app allows patients to enter a request for an appointment and schedule select appointments.

**NOTE:** This app is not monitored by your VA doctors. If you need urgent care, please [Dial 911](#) or call the Veterans Crisis Hotline at [1-800-273-8255](#) and press 1.

For urgent matters related to an appointment within the next 72 hours, please call your facility. [View VA Facilities.](#)

CALL 911

Veterans Crisis Line

Login

**VAHealth**

Log in to online scheduling with either your My HealthVet Premium or DS Logon Level 2 (Premium) Account credentials



# HOME SCREEN

The screenshot shows the 'VA Appointments' home screen. At the top, there is a dark blue header with the text 'VA Appointments' and a user profile icon. Below this is a navigation bar with a refresh icon, the text 'Appointments/Requests', and a button labeled 'New Appointment/Request'. The main content area is divided into two sections: 'Appointments' and 'Requests'. The 'Appointments' section has a 'Notifications' button and a message: 'You currently do not have any VA medical appointments scheduled in the next 120 days.' The 'Requests' section contains a table with two rows of data.

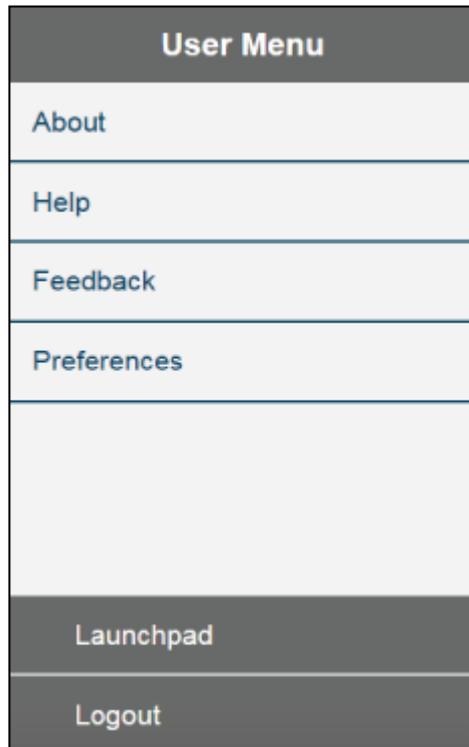
Last Updated	Status	Facility/Type of Care
08/19/2017	Submitted	BOSTON HCS VAMC Primary Care
08/18/2017	Submitted	BOSTON HCS VAMC Express Care

Access the tool's main features from the Home screen:

- List of appointments and requests
- New appointment/request
- Notifications



# USER MENU



Tap the user menu to access:

- About
- Help
- Feedback
- Preferences
- VA Launchpad
- Logout



# SCHEDULE A NEW APPOINTMENT/REQUEST YOURSELF

New Appointment/Request

The screenshot shows the 'VA Appointments' app interface. At the top, it says 'VA Appointments' with a user profile icon. Below that is a navigation bar with a back arrow and 'Appointments/Requests', and a title 'New Appointment/Request'. The main content area is a form with a 'required field' indicator. The form includes: 'Facility:' with the value 'BOSTON HCS VAMC'; '\* Type of Care:' with a dropdown menu showing 'Primary Care'; 'Providers:' with the value 'Provider, MobileApps' and a link 'View Your Care Team (PACT)'; and '\* Scheduling Method:' with two radio buttons: 'Schedule Myself' (selected) and 'Submit a Request to VA Scheduler'. A note below the second radio button states 'This method is not available for the type of care you selected.' Below the form are two buttons: 'Schedule Appointment' and 'Add to Calendar'.

- Tap **New Appointment/Request**
- Select the type of care from the dropdown menu (**Primary Care, Audiology, Optometry or Outpatient Mental Health**)
- Tap the circle next to Schedule Myself
- More information will populate below, and fill out the details
  - Facility and/or Clinic
  - Reason for appointment
  - Preferred date
  - Email preferences
  - Email
- Tap **Schedule Appointment**
- If you would like to add the appointment to your schedule, tap **Add to Calendar**



# SCHEDULE A NEW APPOINTMENT/REQUEST WITH HELP

New Appointment/Request

VA Appointments

Appointments/Requests New Appointment/Request

Facility:  
BOSTON HCS VAMC

\* Type of Care: Primary Care

Providers:  
[View Your Care Team \(PACT\)](#)

If you don't see a Type of Care that matches your needs, contact your facility for assistance.

\* Scheduling Method:  
 Schedule Myself  
This method is not available for the type of care you selected.  
 Submit a Request to VA Scheduler

\* required field

- Tap **New Appointment/Request**
- Select the type of care from the dropdown menu (**Primary Care, Audiology, Optometry or Outpatient Mental Health**)
- Tap the circle next to Submit a Request to a VA Scheduler
- More information will populate below, and fill out the details
  - Purpose of visit
  - Type of visit
  - Date/time
  - Phone/verify phone
  - Best time for VA to call
  - Calls from VA
  - Message
  - Email preferences
  - Email
- Tap **Submit Request**



# SCHEDULE A NEW APPOINTMENT/REQUEST WITH HELP

VA Appointments

Appointments/Requests **Request Details**

**Status:** Submitted **Updated:** 06/23/2017 13:44

View status updates for this request under the "Requests" section of the Appointments and Requests page. Once scheduled, the resulting appointment will be displayed under the "Appointments" section of the same page.

**Request Details**

<b>Submitted:</b> 06/23/2017 @ 13:44	<b>Facility:</b> BOSTON HCS VAMC
<b>Type of Care:</b> Primary Care	<b>Type of Visit:</b> Office Visit
<b>Preferred Appointment Date/Time</b> 1st Choice: 06/29/2017 PM	
<b>Phone:</b> (555) 555-0000	<b>Best Times for VA to Call:</b> Afternoon, Evening
<b>Preference:</b> Call before booking appointment	<b>Purpose of Visit:</b> New Issue

[Cancel Request](#)

- After you tap **Submit Request**, you will go to a Request Details screen that confirms your request has been submitted and provides an overview of the details.
- If you would like to add the appointment to your schedule, tap **Add to Calendar** (after the appointment is scheduled).





# REVIEWING/CANCELING CONFIRMED APPOINTMENTS

The screenshot displays the 'Appointment Details' screen in the VA Appointments mobile application. The header shows 'VA Appointments' and a user profile icon. Below the header, there is a navigation bar with a back arrow, 'Appointments/Requests', and 'Appointment Details', along with an 'Add to Calendar' button. The main content area shows appointment information: 'Appointment Date/Time: 06/29/2017 @ 10:30' and 'Facility/Clinic: BOSTON HCS VAMC OPTOMETRY 179'. A 'Reason for Visit' section shows 'Testing'. Below this, a section titled 'I need to cancel this appointment' has two buttons: 'Yes' (selected) and 'No'. A '\* Reason for Cancellation' section features a dropdown menu with 'TRAVEL DIFFICULTY' selected. A 'Cancel Appointment' button is located at the bottom of the form. A '\* required field' label is visible in the top right corner of the form area.

- From the Home screen, tap the specific appointment you would like to view. You will go to an Appointment Details screen, which provides an overview of your appointment.
- If you would like to cancel, tap **Yes** under “I need to cancel this appointment.”
- A Reason for Cancellation bar will appear, and select the reason you want to cancel.
- Tap **Cancel Appointment**.



# REVIEWING/CANCELING REQUESTS

VA Appointments

Appointments/Requests **Request Details**

Status: Submitted Updated: 06/23/2017 13:44

View status updates for this request under the "Requests" section of the Appointments and Requests page. Once scheduled, the resulting appointment will be displayed under the "Appointments" section of the same page.

**Request Details**

<b>Submitted:</b> 06/23/2017 @ 13:44	<b>Facility:</b> BOSTON HCS VAMC
<b>Type of Care:</b> Primary Care	<b>Type of Visit:</b> Office Visit
<b>Preferred Appointment Date/Time</b>	
1st Choice: 06/29/2017 PM	
<b>Phone:</b> (555) 555-0000	<b>Best Times for VA to Call:</b> Afternoon, Evening
<b>Preference:</b> Call before booking appointment	<b>Purpose of Visit:</b> New Issue

Cancel Request

- From the Home screen, tap the specific request you would like to view. You will go to a Request Details screen, which provides an overview of your request.
- If you would like to cancel, tap **Cancel Request**.
- A Reason for Cancellation bar will appear, and tap **Yes** to confirm the cancellation.



## ONLINE SCHEDULING NEXT STEPS

- Monitor online scheduling usage and success rates to see if improvements are having desired impact
- Enable on-line scheduling for additional types of care:
  - ✓ **Current**: Primary Care, Mental Health, Audiology, Optometry
  - ✓ **Planned**: Telehealth (VA Video Connect), Podiatry, Nutrition, Prosthetics, Wheelchair Clinic, and Sleep Care
- Enable on-line requests for Community Care Appointments
- Explore potential for adding text message appointment reminders to all VA appointments



# QUESTIONS

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Questions about **VA Online Scheduling Implementation** should be emailed to [var\\_release\\_team@va.gov](mailto:var_release_team@va.gov).

**Veterans with questions about VA Online Scheduling** should call the HRC Help Desk at 1-877-470-5947.

**VA staff with questions about VA Online Scheduling, Scheduling Manager and/or VA Tool Set** should call the Mobile Help Desk at 1-844-482-6624 (**Option 1 - even if you don't have a mobile device**).



THANK YOU

What future topics would you like to discuss?

Let us know by providing feedback at this link:

<https://www.surveymonkey.com/r/QLQ85WB>