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.
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
• 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
• Addition of specialties: Audiology, Optometry
• Authentication with My HealtheVet Premium credentials
• Integration with My HealtheVet Patient Portal
• My HealthVet integration to Veteran Appointment Request (VAR) is changing in November 2017.

• Online Scheduling Tool-My HealthVet Integration will be phased in strategically over time.

• It has been proposed that Veterans Appointment Request (VAR) be changed to Online Scheduling Tool. My HealthVet will no longer reference it as VAR.

• If logged into My HealthVet and eligible for online scheduling, the user now has a single logon for both My HealthVet 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.
• You will see changes regarding online scheduling on the following pages in My HealthVet:
  – My HealthVet 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
• Premium My Health\text{e}Vet Account
  – A My Health\text{e}Vet 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 HealtheVet user
• Anonymous User – not logged into My HealtheVet
• Basic/Advanced My HealtheVet user
• Ineligible Premium My HealtheVet user
The Veteran is:

- Logged into My Health
eVet using their Premium My Health
eVet 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
eVet pages that have changed are:
  – Home page
    • Appointments Tile
    • VAR Button
  – View My VA Appointments page
  – Schedule a VA Appointment page
• 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
• 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
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
• The User is:
  – Not logged into My HealthcareVet

• The My HealthcareVet pages that have changed are:
  – Home page
    • Appointments Tile
    • VAR Button
  – “Keeping Up With All Your VA Appointments”- In the Spotlight article
If the user accesses My Health-e-Vet 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
• 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 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
• On My HealtheVet 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**.
• 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
• 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 HealthеваVet pages that have changed are:
  – Home page
    • Appointments Tile
    • Veterans Appointment Request button
  – View My VA Appointments page
  – Schedule a VA Appointment page
• 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.
• If the user selects View My VA Appointments:
  • The View My VA Appointments page displays WITH NO Schedule a VA Appointment button
• If the user selects the **Schedule a VA Appointment** button in Spotlight on the Home Page:
  – A unique **Schedule A VA Appointment** page displays
• 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 with either your My HealthVet Premium or DS Logon Level 2 (Premium) Account credentials.
Access the tool’s main features from the Home screen:

- List of appointments and requests
- New appointment/request
- Notifications
Tap the user menu to access:

- About
- Help
- Feedback
- Preferences
- VA Launchpad
- Logout
SCHEDULE A NEW APPOINTMENT/REQUEST YOURSELF

• 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

- 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**
• 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).
• 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.
• 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 about **VA Online Scheduling Implementation** should be emailed to 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